

Jim Sides
Board Chairman



William Peoples
Vice-Chairman

ROWAN COUNTY BOARD OF SOCIAL SERVICES

The Rowan County Board of Social Services will improve the quality of life in Rowan County by supporting the Mission of the Department of Social Services. Toward this end and in cooperation with public and private entities, we will identify needs, and devise and focus resources to deliver services responsively and compassionately.

MONTHLY MEETING Department of Social Services Rowan County DSS August 26, 2014 @ 5:30 PM

AGENDA

1. Call to Order
2. Review of Mission Statement
3. Invocation
4. Pledge of Allegiance
5. Approval of Agenda
6. Approval of Minutes
7. Comments from the Community
8. Approval of Reports
9. DSS Board Agenda
10. Adjourn

Note: Any person who needs an accommodation in order to participate in the meeting should contact Kelley Williams (704.216.8400) at least 24 hours in advance of the meeting.

ITEM TITLE: DSS Board Agenda

ATTACHMENTS:

Description	Upload Date	Type
Agenda	8/21/2014	Cover Memo
Agenda	8/21/2014	Backup Material
Board meeting minutes	8/21/2014	Backup Material
Children's Services Division Report	8/21/2014	Backup Material
Children's Services Data Dashboard	8/21/2014	Backup Material
Economic Services Division Report	8/21/2014	Backup Material
Economic Services Data Dashboard	8/21/2014	Backup Material
Finance Division Report	8/21/2014	Backup Material
Fiscal Report	8/21/2014	Backup Material
Services Support Division Report	8/21/2014	Backup Material
Data Dashboard Services Support	8/21/2014	Backup Material
Director's Report	8/21/2014	Backup Material
Foster Parent Newsletter	8/21/2014	Backup Material
Agency Calendar	8/21/2014	Backup Material



Jim Sides
DSS Board Chair

Donna Fayko, M.Ed.
Director

Rowan County Department of Social Services
1813 East Innes Street
Salisbury, NC 28146

To Provide, Protect and Serve with Excellence

To: Jim Sides, Chairman
Rowan Board of Social Services

From: Donna F. Fayko

Date: August 20, 2014

Re: Cover Sheet for August 26, 2014 Board Agenda

The Rowan Board of Social Services will address the following agenda items:

Review of DSS Annual Report Draft

Final official release of the Annual Report will occur in October.

Child Support Program Incentives Enhancement Plan

An overview of how the Child Support incentives are formulated and used to rank the efficiency and effectiveness of the program will be presented. Plan to enhance outcomes will be discussed.

Other Matters

Report from NC Association of County Boards of Social Services

The Board may bring up other matters for discussion that are not included on the agenda.

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MONTHLY MEETING

Department of Social Services
1813 East Innes Street, Salisbury, North Carolina 28146
August 26, 2014 @ 5:30 PM

AGENDA

1. Call to Order
2. Review of Mission Statement
3. Invocation
4. Pledge of Allegiance
5. Approval of Agenda
6. Approval of Minutes from July 29, 2014
7. Comments from the Community
8. Approval of Reports
 - a. Division Reports
 - b. Data Dashboards
 - c. Director's Report
9. Review of DSS Annual Report Draft
DSS Goal: Utilize Data to Improve Outcomes
10. Child Support Program Incentives Enhancement Plan
DSS Goal: Strengthen Infrastructure and Internal Business Processes
11. Other Matters
Report from NCACBSS
12. Date of Next Meeting –September 23, 2014 @ 5:30 PM
13. Adjourn

Note: Any person who needs an accommodation in order to participate in the meeting should contact Kelley Williams (704.216.8400) at least 24 hours in advance of the meeting.

**Rowan County
Board of Social Services
July 29, 2014
Minutes**

The Rowan County Board of Social Services met Tuesday, July 29, 2014 at 5:30 p.m. in the Large Meeting Room at 1813 East Innes Street, Salisbury, NC.

MEMBERS:

Jim Sides, Vice-Chairman
Ethel Bamberg-Revis
Arnold Chamberlain
William Peoples

Ruth Kennerly was unable to be present for the meeting.

OTHERS IN ATTENDANCE:

Donna Fayko, Pat Spears, Kelly Johnson, Kelley Williams

PROCEEDINGS:

1. Call to Order: Vice-Chairman Sides called the meeting to order at 5:30 p.m.
2. Installation of New Board Members: Ms. Ethel Bamberg-Revis was welcomed to the Board as a new member. Ms. Bamberg-Revis is the new appointee by the NC Social Services Commission. Arnold Chamberlain was welcomed as Board member after fulfilling term of Carl Ford. Mr. Chamberlain is the Board of Commissioner's appointee. Kelley Williams administered Oath of Office to Ms. Bamberg-Revis and to Mr. Chamberlain.
3. Review of Mission Statement: Mr. Sides read the Mission Statement.
4. Invocation: Mr. Chamberlain offered the opening prayer.
5. Pledge of Allegiance: Mr. Chamberlain led the Pledge.
6. Approval of Minutes from the June 24, 2014 meeting: **Mr. Chamberlain moved to approve the Minutes from the June meeting. Ms. Bamberg-Revis seconded, and the motion passed with all in favor.**
7. Comments from the Community: None.
8. Election of DSS Board Officers for 2014-2015. Ms. Fayko called for nominations for Board Chair. **Arnold Chamberlain nominated Jim Sides as Board Chair. Ms. Bamberg-Revis seconded. Mr. Chamberlain moved to close nominations. Mr. Peoples seconded motion to close nominations. Ms. Fayko called for vote. Mr. Sides was elected Chairman unanimously.**

Chairman Sides called for nominations for Vice-Chair. **William Peoples nominated himself for Vice Chair. Mr. Chamberlain seconded, and moved to close nominations. Mr. Sides called for vote and Mr. Peoples was elected unanimously.**

9. Approval of Reports: Mr. Sides called for comments on the Division Reports.
Economic Services: Mr. Sides referenced the Medicaid backlog and asked how things stand now. Ms. Spears responded that a large portion of the overdue Medicaid applications are those submitted through the Federally Facilitated Marketplace (FFM). Those applications were submitted to the federal government with dates going back to October 1, 2013. They were released to the State in January, and forwarded to counties at the beginning of February. These applications were overdue when we received them and processing timely was beyond our control. Rowan County received over 800 applications from the FFM just this month that we are still working. We must work those cases in addition to our “normal” caseloads of Medicaid and FNS applications and reviews.

We had a “Medicaid Blitz” on Friday. The backlog is now less than reported on the report included in the Board packet. We have 705 applications pending, and 248 overdue. When we started in April there were 2,533 applications total, with 1000 overdue. Significant progress has been made in processing the Medicaid backlog.

Reviews are another part of the Medicaid backlog that will have to be dealt with. The State automatically extended the recertification period on those reviews. By the time of the hard launch, all those cases will have to be processed.

Mr. Sides asked if we are required to process the “late” cases received from the FFM first. Ms. Spears responded that we process the oldest to the newest. We are mandated to process those cases that are identified as a medical emergency first. We are encouraged to process those that are coming due so as not to add to the current backlog. The challenge is to process these old cases, the new cases coming in, the medical emergencies (that take priority), and working to keep other cases from overdue status.

Mr. Sides asked if the monitoring that we are undergoing is statewide. Ms. Spears advised we undergo monitoring every two years for application processing standards. They are specifically making sure applicants are receiving all benefits to which they are entitled. We have sent 112 cases to Raleigh. Due to the backlog, we expect to be cited, without penalty, for timely processing.

Mr. Sides and Mr. Peoples both commended staff for the progress they have made in clearing the backlog.

Fiscal Division: Mr. Sides pointed out that the Fiscal Division is also undergoing monitoring. Ms. Johnson explained this is yearly fiscal monitoring. The monitor is looking at the 1571 (report submitted for federal and state reimbursement) and at internal controls. The exit interview revealed no findings. We are awaiting the final written report.

Service Support: Mr. Sides referenced the Child Care report showing we received \$200,000 less for our yearly allotment for child care subsidy, which totals 61% of one month’s spending. He asked if we expect any additional funding in child care. Ms. Fayko responded that we do not

expect any additional funding. The State is changing the income guidelines. The poverty level is lower, and we will serve fewer citizens in the future. This is by design.

Data Dashboards: No discussion.

Director's Report: Ms. Fayko shared that the Legislature requested an evaluation of NC's Child Support program this year. The evaluation found that NC's program ranks 24th in the nation. Rowan County is ranked 40th in the State. The report revealed that counties are not reinvesting incentive funds to make the program more efficient/effective. Counties receive incentive funds for achieving certain goals throughout the year. Rowan reinvests incentives to pay salaries for staff, which is the highest level of reinvestment possible.

Our Child Support team has reviewed the Legislative report, and they are developing an action plan to increase Rowan County's standing in the State. Although we ranked 40th, there is not a wide variance in the percentages (scores). Turnover in the Child Support Division due to retirement occurred so this has been a transition year of training new staff .

Mr. Sides asked Ms. Fayko how she is addressing requests to the General Assembly. She advised that requests and concerns are addressed through the Directors' Association. The Directors' Association creates Legislative Briefs that are submitted to topic specific Legislative Oversight Committees. Ms. Fayko e-mails all Rowan County delegates on critical elements.

Mr. Sides advised the Directors' Association and the County Boards of Social Services pay a lobbyist. He asked if the lobbyist is aware of the goals. Ms. Fayko responded the lobbyist is aware and very supportive. She is a strong presence in the Legislature. Mr. Sides advised that there are issues that come up through the year, and the Association of County Boards of Social Services has advocacy boards to represent all the counties across the state.

Ms. Fayko advised Carl Ford has been very instrumental in the budget process. He has been advocating for Rowan County throughout the year. Representative Warren came to DSS to congratulate staff on meeting the FNS goals so we did not lose federal funding.

Mr. Sides called for comments on reports. Mr. Peoples asked if we receive feedback on resignations. Ms. Fayko responded that we receive feedback from exit interviews conducted by HR. We have had several people move out of county and out of state. We are a training ground and are losing workers to Cabarrus County, where the pay is significantly more. The Cabarrus County tax base is considerably higher. Mr. Peoples asked if there are anonymous surveys conducted. Ms. Fayko advised there are exit interviews with HR. Their feedback is provided back to the Director. Mr. Peoples expressed that he thinks we should possibly have an anonymous survey to get employee feelings. This might help us identify something we could do, other than increasing pay, to improve employee satisfaction and increase retention. Ms. Fayko advised in 2013 we did an employee satisfaction survey with Economic Service workers. Their responses were high with job satisfaction. They were not satisfied with the new automated system and so many changes coming at once. Turnover of 30-50% is being seen in Economic Services across the State right now. In Rowan County we are not seeing turnover in other programs – Child Support and Children's Services. We have lost workers to retirement in both programs. We have a Leadership Academy for all supervisors in all divisions. The Leadership Academy meets monthly. We are going to invest training funds to have Talent Keepers provide training on retention. It was noted that Economic Services positions are entry

level positions at DSS, and we have seen many workers move from Economic Services to other positions within the agency this year. There have been 15 internal promotions this year, which is a significant part of our turnover.

There being no further discussion on reports, Mr. Chamberlain moved approval of all reports as presented. Mr. Peoples seconded, and the motion passed with all in favor.

10. Novus Agenda Training – webinar: Board members will begin using iPads and the Novus agenda at the August meeting. Board members were given a webinar by Mike Reciniello of Novusolutions, assisted by Alex Thayil, DSS Information Processing Assistant. They were shown how to sign in and create passwords, how to set Novus Agenda as a favorite, how to view the agenda and navigate through the tabs, and how to add comments for discussion at the meeting. The agenda is available in HTML and PDF formats, and Board members were advised the differences in the formats. PDF allows viewing of every page in order, and is the format to print from. The iPads are not tied to network printers, so members will have to bring up the site on home computers and print from there if they desire hard copies. For questions, contact Mr. Reciniello at support@novusolutions.com.
11. Other Matters: None
12. Date of Next Meeting: Tuesday, August 26, 2014 at 5:30 p.m.
13. Adjourn: There being no further business to discuss, **Mr. Chamberlain moved to adjourn. Seconded by Mr. Peoples, the motion carried with all in favor.** The meeting adjourned at 6:15 p.m.

Minutes prepared by:
Kelley Williams

Signed _____ Date _____

Secretary _____ Date _____

Children's Services Division
Rebecca Smith, Program Administrator
August 2014

Strategic Planning Update

At the beginning of the calendar year, we set goals for the Children's Services Division. We have made a lot of progress in meeting our goals in all areas. The three identified needs were 1) Improved Communication, 2) Partnering for Excellence Implementation, and 3) Addressing placement issues in foster care.

1) Improved Communication

Children's Services has held Division Meetings and Unit Meetings every other month since the beginning of the calendar year. We have provided training and information sessions on many topics including Child and Family Team Meetings, Mental Health, Continuous Quality Improvement, documentation, Engaging Non Custodial Parents, Partnering for Excellence, Kinship and Safety Resource Assessments, Secondary Traumatic Stress and Team Building. We have also updated staff on internal protocols and have taken time to introduce new staff and community resource partners. The Permanency Planning unit has also begun a series of trainings every two weeks where we focus on an area of practice that needs improvement. This is for the purposes of skill-building.

We have also developed a series of written protocols to encourage consistent practice and adherence to State policy. The Newborn Protocol and Increased Board Rate for Teens Protocol have been finalized and shared with the Board. The Case Staffing and Supervision Protocol, Trust Account Protocol, Petition Filing Protocol, and Continuous Quality Improvement Protocol are all near completion and have been shared with the supervisory team and/ or the Director for finalization. The Children's Services Leadership Team has also participated in writing an updated draft of the Rowan County Community Protocol to encourage partnership and accountability.

2) Partnering for Excellence (PFE) Implementation

Children have been moving through the PFE pipeline since February. Once the family is transferred to In Home Family Services or Permanency Planning, all children are screened for trauma or referred to CC4C if they are under age 5. When the children screen positive for trauma, a referral is made to Carolina Counseling, RHA or Daymark for a Trauma Informed Comprehensive Clinical Assessment (TICCA). These assessments are holistic in nature and involve the clinician meeting with the children and caretakers, contacting collaterals and using scored measures in order to make recommendations. One likely recommendation is Trauma Focused Cognitive Behavioral Therapy (TFCBT), but the other options include other Evidence Based Practices (EBPs). We have experienced many implementation struggles as the only pilot county in the State, but we have worked through those difficulties as part of a team including Cardinal Innovations, Benchmarks and the provider agencies. We have experienced some real success stories, too, including the prevention of children entering foster care as a result of the family engaging in the TFCBT despite years of previous agency involvement and an initial resistance to services.

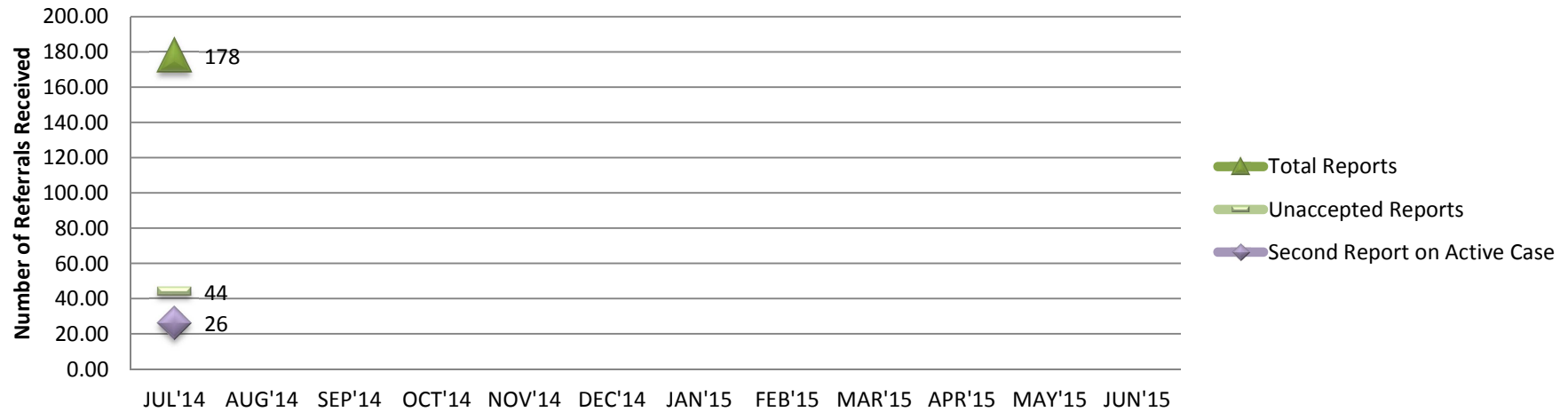
3) Addressing Placement Issues in Foster Care

Children's Services now has access to Lexis Nexis, a search engine where we are able to locate individuals with very little information, search relationships to uncover potential family members for children in foster care, and complete nation-wide criminal background checks. We piloted this product in the months of June and July to ensure it would meet our needs and have moved forward in purchasing the licenses to the product as a result of positive feedback from that pilot. We believe this will help us in locating non-custodial parents, initiating cases more quickly when families are difficult to locate, and putting together family trees to explore opportunities for kinship placement when the biological parents are not willing or able to provide that information. This will ensure our compliance with The Family Connections Law.

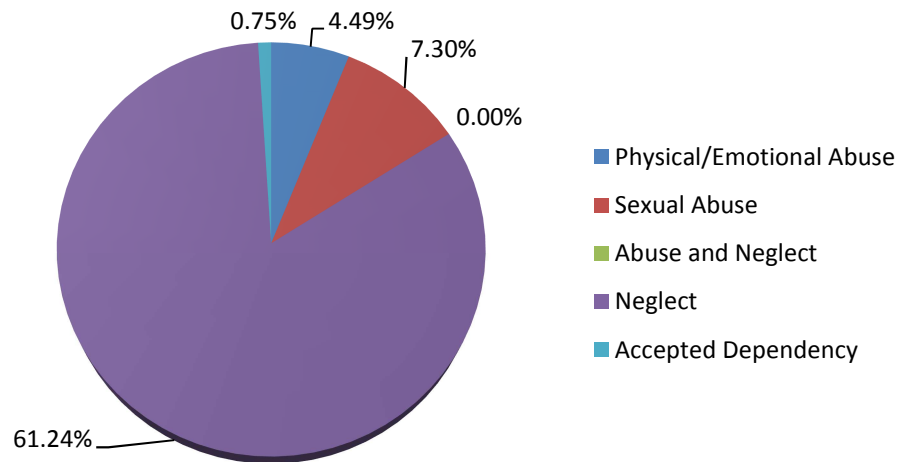
We have also implemented an incentive for foster parents willing to provide placement for teenagers. All of our foster parents have signed agreements committing to increased participation in the teen's services, including LINKS and therapy, as well as, participation in Child and Family Team meetings for planning purposes. They have also committed to providing a 10 day notice if the teen has to move. We recently had a teen and her baby move out of a group home in Charlotte and in to a family foster home. We also had a CARS child who was headed for a Residential Placement end up in a family foster home setting. These are two examples of successes we have had so far as a result of these incentives. Ms. Quarterman and her team are continuing to work on protocols for LINKS and adoptions that will help to move those cases to permanence in a timelier manner, as well.

Children's Services Data Dashboard

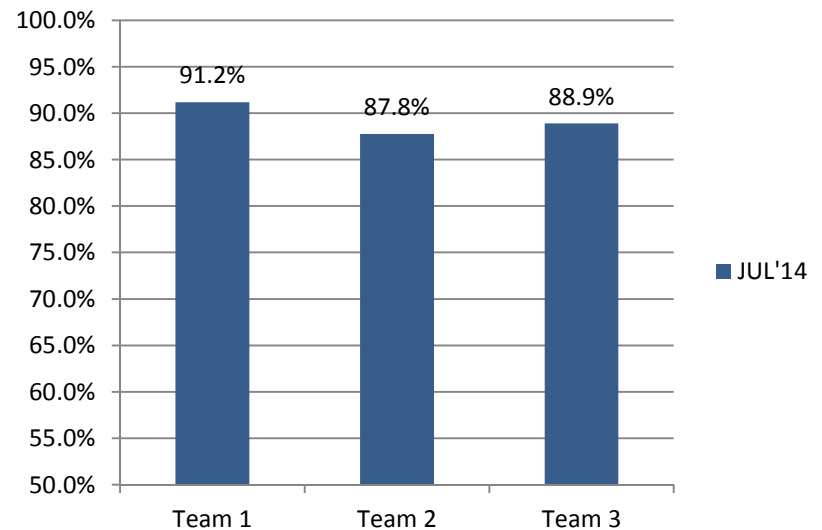
CPS Intake Reports



Accepted CPS Intake Reports by Type FY'14-15

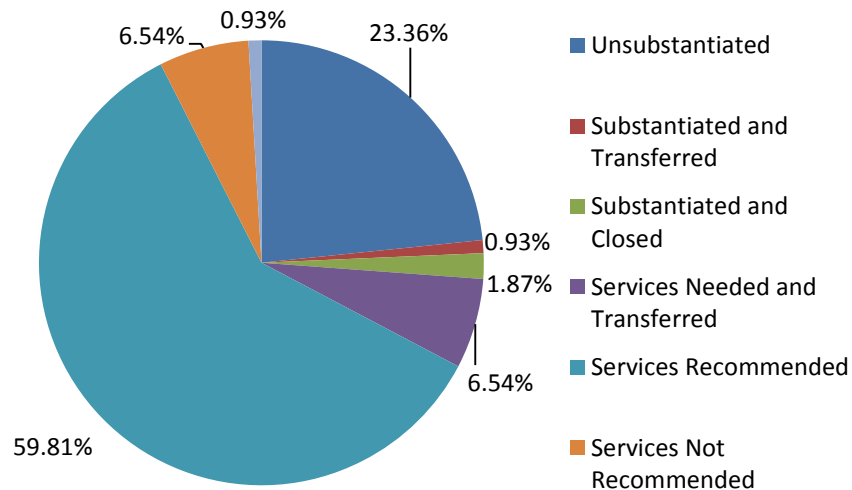


Initiation Rates by Team Jul '14 to Jun '15

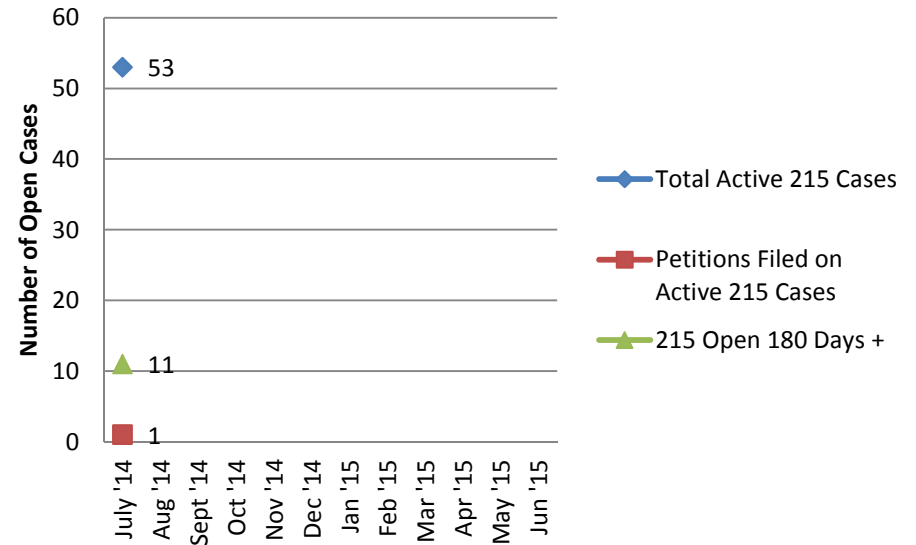


Children's Services Data Dashboard

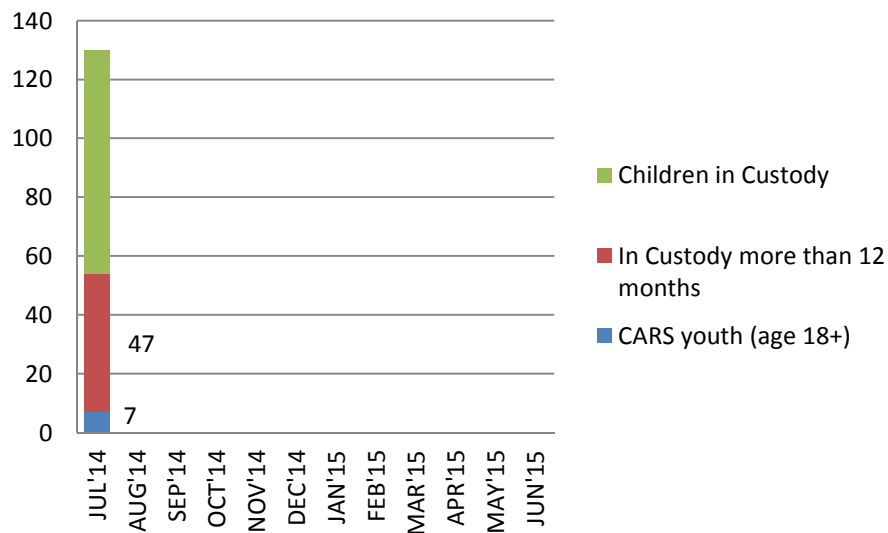
CPS Findings FY '14-'15



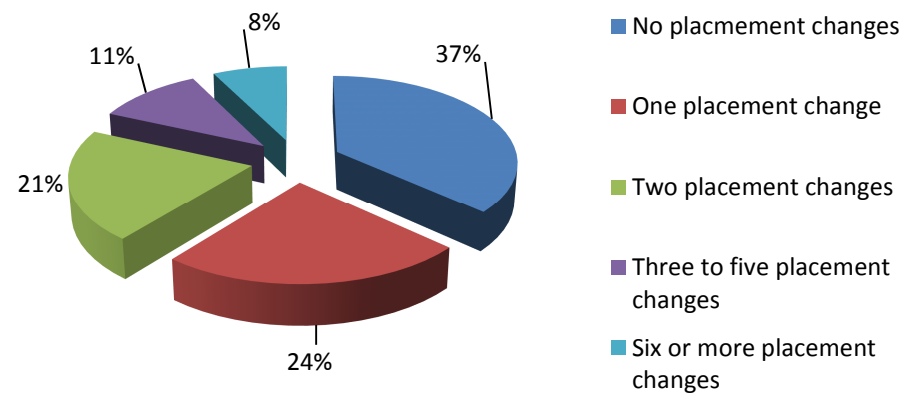
In Home Services




Number of Children in Foster Care



Number of Placement Changes Per Youth in Foster Care FY' 14-15



Permanency Outcomes for Foster Children FY'14-FY'15



A 3D pie chart with a single blue slice representing 100% of the data. The text 'Reunification' and '100%' is centered on the top surface of the pie.

Outcome	Percentage
Reunification	100%

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**Economic Services Division Report
Pat Spears, Program Administrator
August 2014**

MEDICAID APPLICATION BACKLOG PROGRESS:

Month	4/7/14	5/5/14	6/5/14	6/17/14	7/17/14	8/11/14
<i>October</i>	217	109	22	13	21	2
<i>November</i>	241	111	42	32	23	2
<i>December</i>	256	157	64	43	21	4
<i>January</i>	767	560	320	220	78	15
<i>February</i>	303	216	141	94	34	5
<i>March</i>	649	552	423	317	118	16
<i>April</i>	100	378	272	250	98	23
<i>May</i>	0	27	286	233	130	35
<i>June</i>	0	0	83	219	265	82
<i>July</i>					212	314
<i>August</i>						153
<i>Total Pending</i>	2533	2110	1653	1421	1000	651

We continue to make progress with the Medicaid Application backlog and appear to be on target to have the backlog eliminated by the 8/31/14 deadline. Next we will address the Medicaid review backlog. I am hopeful that once we are able to eliminate our backlog and once we have our new workers trained and assisting with the workload, we will see the possibility of returning to some type of normal activity for staff.

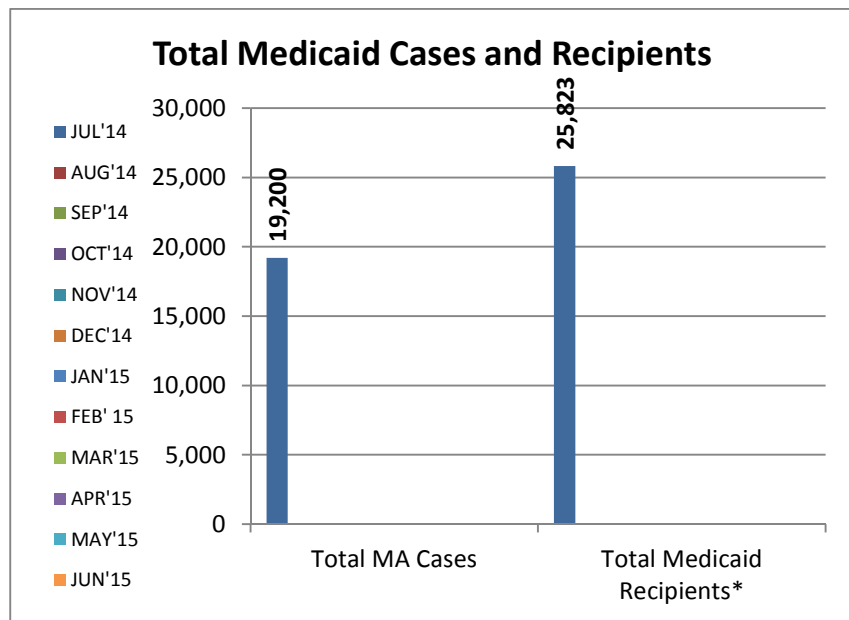
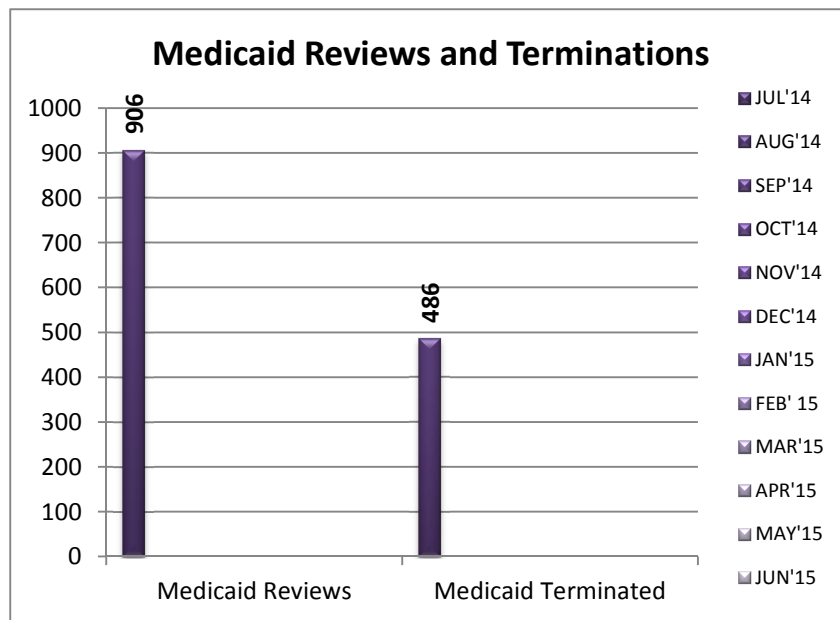
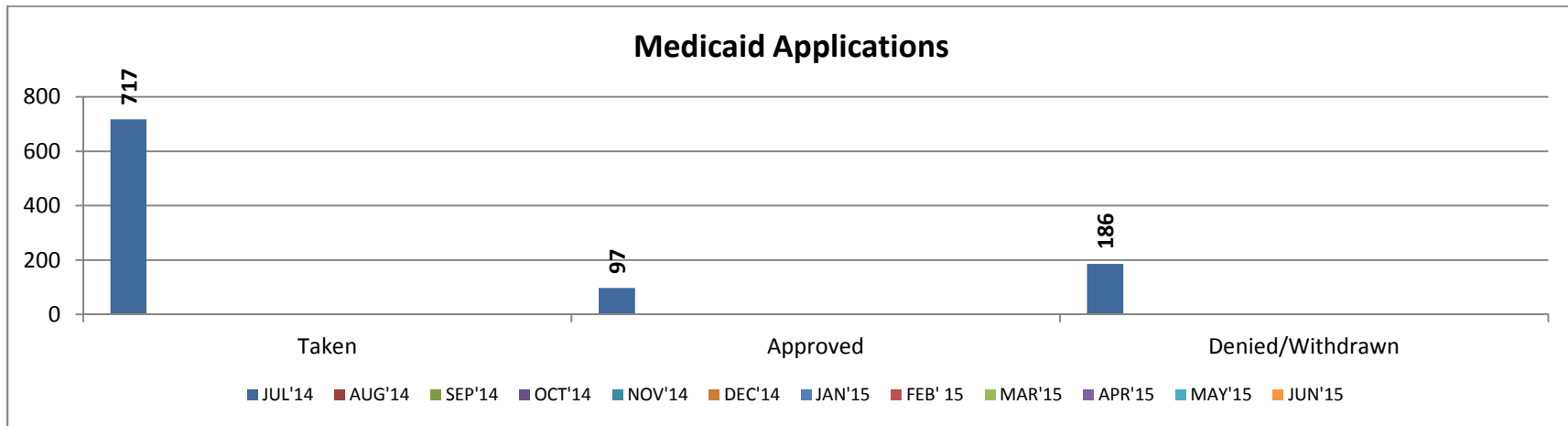
Medicaid Applications Monitoring Results:

We have received our findings from the Medicaid Applications monitoring conducted by the state earlier this month. I am very pleased to announce that Rowan County met or exceeded the threshold standards for compliance in all areas that were reviewed. We had 2 cases found to be improperly handled that must be reopened and re-disposed of properly. We had 3 cases in which we conducted an inquiry rather than take an application at the customer's visit. While we may have assessed the customer's potential eligibility for Medicaid programs, we failed to have the customer make a statement as to why they chose not to make an application. We will need to contact those 3 customers and offer them the opportunity to apply back to the date of the original inquiry. While we always prefer no findings, we are very pleased with the results from this monitoring.

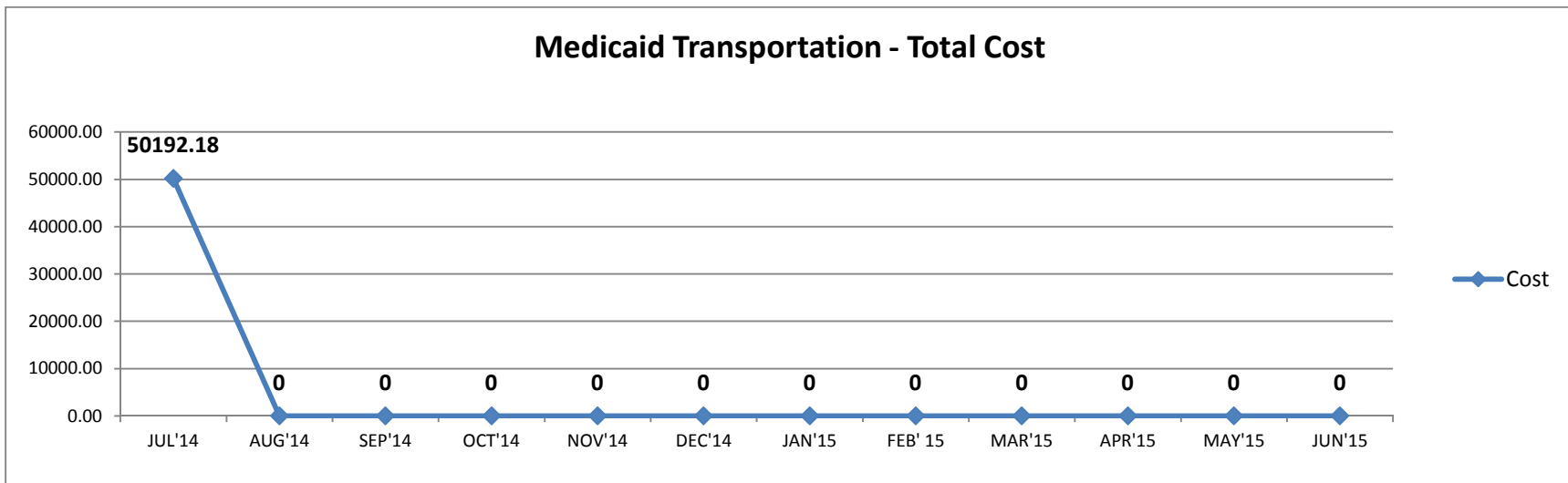
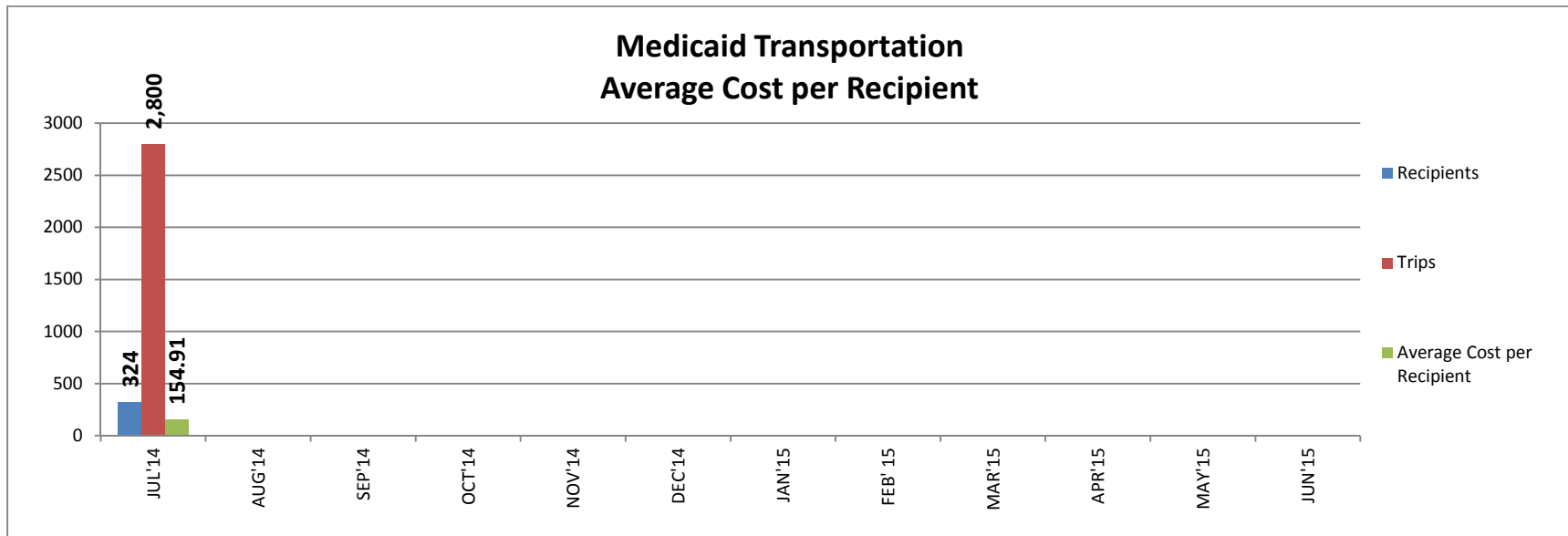
Special Assistance Monitoring:

We were also notified that our Special Assistance Program would be monitored and we had a visit this month. The monitor reviewed several cases onsite and then requested an additional number of cases be submitted to her electronically for further review. She had originally asked for 10 records instead of the 15 required for monitoring for a county of our size. Mrs. Fayko caught this error, which could impact our rating, in the initial exit interview with the monitor. We are awaiting our official results for this monitoring.

Economic Services Data Dashboard -2014-2015 Fiscal Year

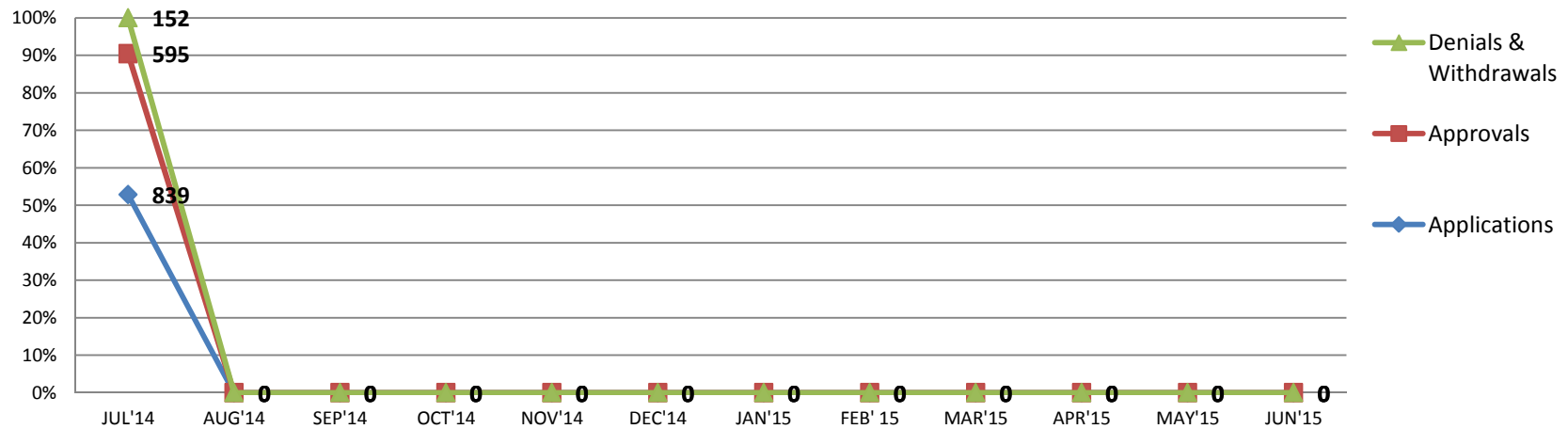


Economic Services Data Dashboard -2014-2015 Fiscal Year

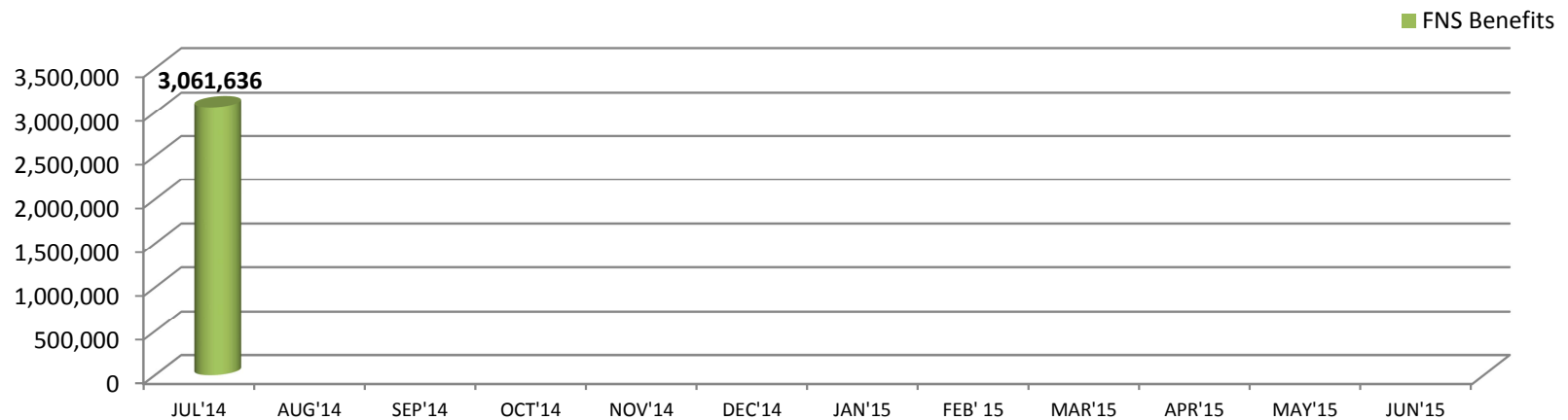


Economic Services Data Dashboard -2014-2015 Fiscal Year

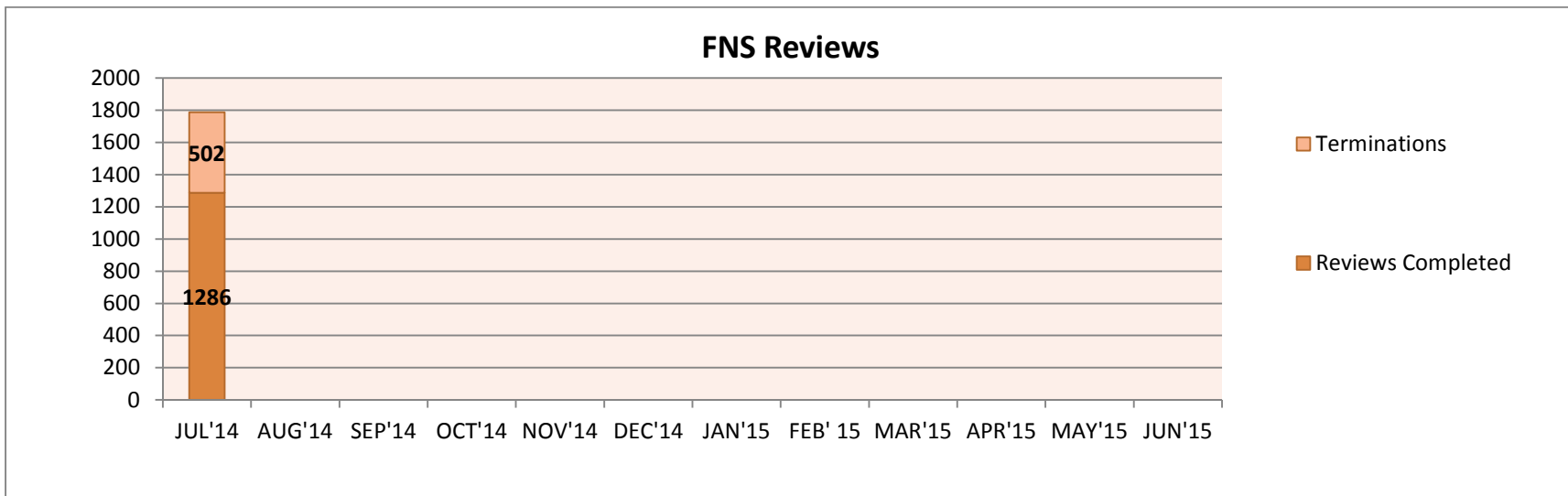
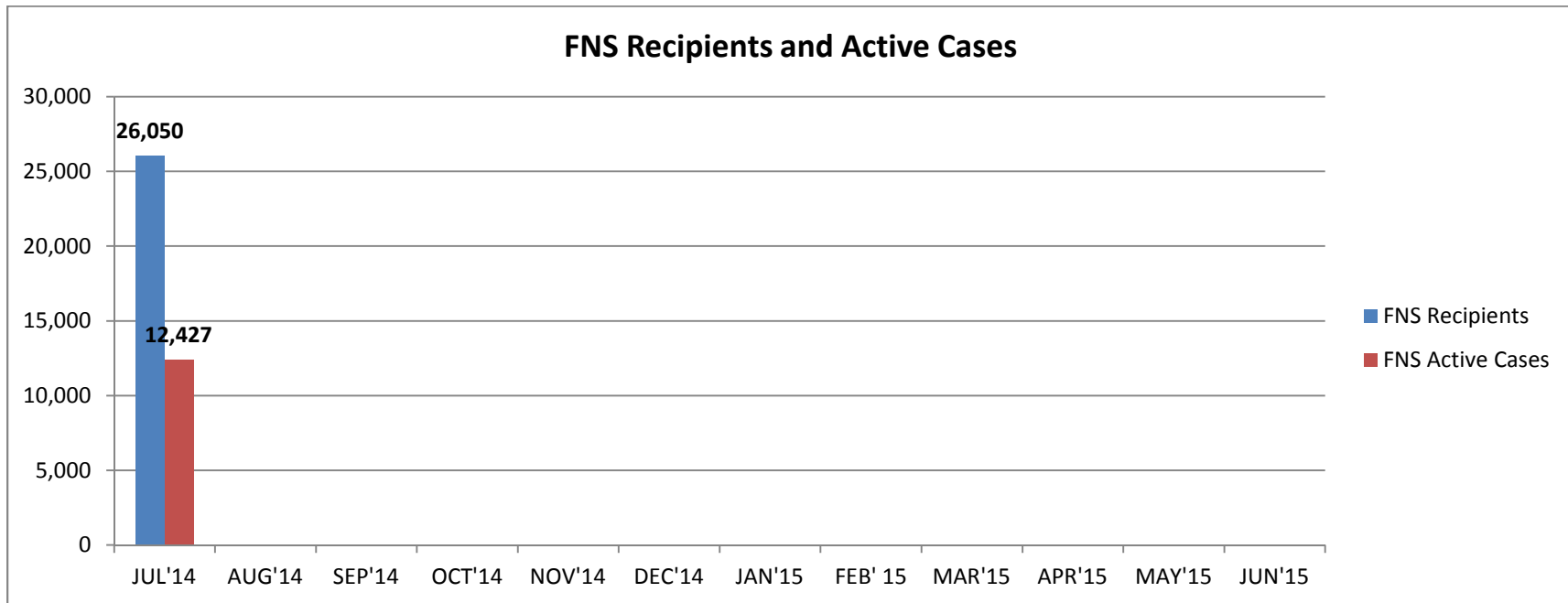
FNS Applications



FNS Benefits Issues



Economic Services Data Dashboard -2014-2015 Fiscal Year



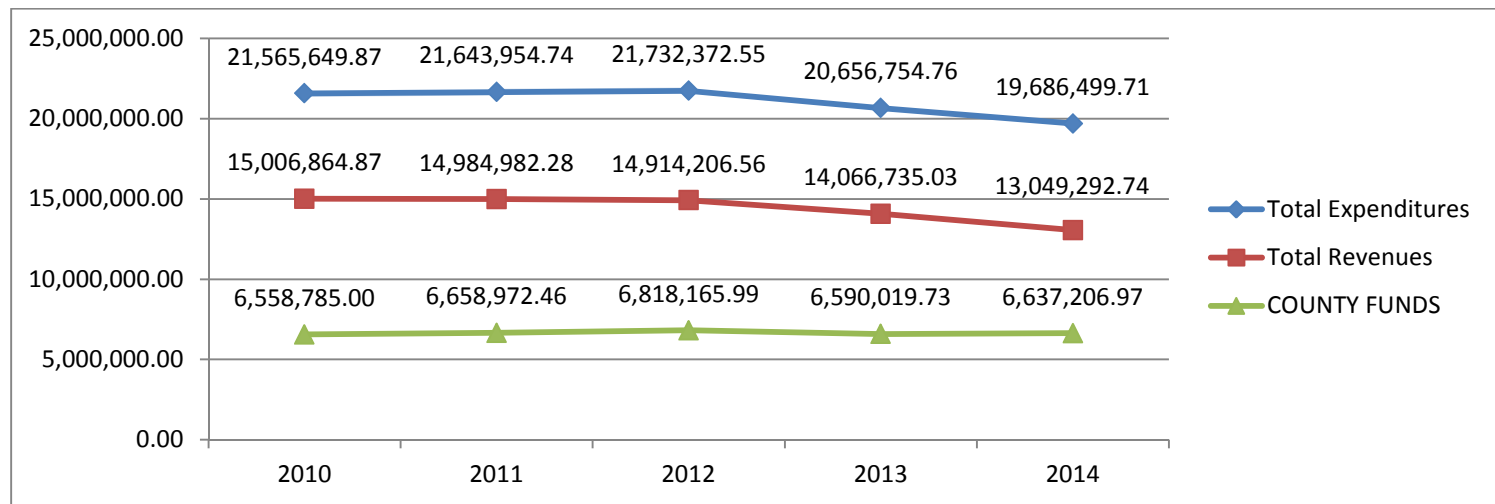
Fiscal Division Report
Kelly Johnson, Budget Analyst
August 2014

Budget

Final budget reports for the County fiscal year ending June 30, 2014 are now complete. DSS spent 87% of our budgeted expenditures and received 88% of our revenues. We used 85% of the county funds in our budget.

At the end of each fiscal year, expenditures, revenues and county funds are tracked to show budgeting trends. Below is a chart and graph updated with Fiscal Year 2014 for your interest and review.

5 Year Account History	SFY	SFY	SFY	SFY	SFY	
YTD Summary	2010	2011	2012	2013	2014	AVERAGE
Total Expenditures	21,565,649.87	21,643,954.74	21,732,372.55	20,656,754.76	19,686,499.71	21,057,046.33
Total Revenues	15,006,864.87	14,984,982.28	14,914,206.56	14,066,735.03	13,049,292.74	14,404,416.30
COUNTY FUNDS	6,558,785.00	6,658,972.46	6,818,165.99	6,590,019.73	6,637,206.97	6,652,630.03
Annual Increase/Decrease		100,187	159,194	-228,146	47,187	19,605
Percent Increase/Decrease		2%	2%	-3%	1%	0%



Annual Report

Draft copies of the Annual Report will be presented at the August Board Meeting. Upon approval from the DSS Board, final copies of the brochure will be distributed to our community partners. The Power Point will be posted on the Rowan County Website and this information can also be streamed via BrightSign® for viewing by our clients.

Monitoring & Audit

State Fiscal Monitoring for our Internal Controls and Risks: Rowan has not received their final report from the State Monitor.

During the last week of August, the State WC302 Participation in Budgeted County Expenditures Report will be ready to access. This report in conjunction with the XS337 YTD Summary of Reimbursement Expenditures will enable me to cross walk the end of year revenues to balance these two reports with the revenues receipted in the county ledgers. Once all reports are balanced, my final spreadsheet is submitted to County Finance to be included in the Comprehensive Annual Financial Report (CAFR). This ensures compliance with the Schedule of Expenditures of Federal and State Awards within this audit.

ADMINISTRATION**July 2014**

EXPENDITURES SUMMARY	BUDGET APPROPRIATION	SPENT YEAR TO DATE	NO. OF MONTHS REMAINING	PERCENTAGE PROJECTION
Services, Programs, Staff & Operating Costs	12,948,329	891,806.98	11	
County Funds (General Assistance, Drug Screening)	40,400	-	11	
Child Day Care Payments	4,071,557	-	12	
Public Assistance				
Adoption Assistance IV-B	135,600	7,844.50	11	
Adoption Assistance IV-E	190,600	13,426.44	11	
State Foster Home Program	1,174,032	656.12	12	
IV-E Foster Care	1,345,337	520.33	12	
Assistance to the Blind	5,600	-	11	
Crisis Intervention and Low Income Energy	1,032,932	-	11	
Medicaid	10,500	-	11	
S/C Special Assistance-Aged	478,414	35,048.00	11	
S/C Special Assistance-Disabled	499,982	39,385.50	11	
Work First-Emergency Assistance	9,000	-	11	
Work First Assistance Payments	5,000	-	11	
Home and Community Care Block Grant				
Administrative/Staff Costs	48,832	-	11	
Adult Day Care Contract	44,100	-	12	
In-Home Aide Contract	156,285	-	12	
Grand Total	22,196,500	988,687.87	11	53%

PERSONNEL CHANGES**YEAR TO DATE**

Number of permanent positions	204	
Number of promotions	2	2
Number of demotions	0	0
Number of new hires	4	4
Number of lateral transfers	1	1
Number of resignations	4	4

ADMINISTRATION**August 2013**

EXPENDITURES SUMMARY	BUDGET APPROPRIATION	SPENT YEAR TO DATE	NO. OF MONTHS REMAINING	PERCENTAGE PROJECTION
Services, Programs, Staff & Operating Costs	12,808,828	1,808,092.19	10	
County Funds (General Assistance, Drug Screening)	47,000	3,277.52	10	
Child Day Care Payments	4,140,352	303,431.05	11	
Public Assistance				
Adoption Assistance IV-B	135,617	17,220.50	10	
Adoption Assistance IV-E	190,676	29,273.59	10	
State Foster Home Program	1,197,657	49,962.77	11	
IV-E Foster Care	1,345,337	75,977.66	11	
Assistance to the Blind	5,699	-	10	
Crisis Intervention and Low Income Energy	906,837	520,348.00	10	
Medicaid	10,500	-	10	
S/C Special Assistance-Aged	562,000	74,262.00	10	
S/C Special Assistance-Disabled	585,276	75,254.00	10	
Work First-Emergency Assistance	9,000	2,351.07	10	
Work First Assistance Payments	5,000	-	10	
Home and Community Care Block Grant				
Administrative/Staff Costs	37,361	-	10	
Adult Day Care Contract	31,408	4,204.58	11	
In-Home Aide Contract	142,391	11,865.48	11	
Grand Total	22,160,939	2,975,520.41	10	81%

CHANGES TO BUDGET FROM PREVIOUS MONTH

Account

Increase

Decrease

Total Increases/Decreases

-

-

PERSONNEL CHANGES**YEAR TO DATE**

Number of permanent positions	199	**loss of Human Svcs. Coord. II position
Number of promotions	2	4
Number of demotions	0	0
Number of new hires	0	4
Number of lateral transfers	2	3
Number of resignations	4	8

ADMINISTRATION**September 2013**

EXPENDITURES SUMMARY	BUDGET APPROPRIATION	SPENT YEAR TO DATE	NO. OF MONTHS REMAINING	PERCENTAGE PROJECTION
Services, Programs, Staff & Operating Costs	12,920,398	2,732,552.86	9	
County Funds (General Assistance, Drug Screening)	47,000	5,805.35	9	
Child Day Care Payments	4,140,352	611,454.75	10	
Public Assistance				
Adoption Assistance IV-B	135,617	25,764.75	9	
Adoption Assistance IV-E	190,676	42,700.10	9	
State Foster Home Program	1,197,657	100,330.26	10	
IV-E Foster Care	1,345,337	135,980.83	10	
Assistance to the Blind	5,699	-	9	
Crisis Intervention and Low Income Energy	906,837	520,348.00	9	
Medicaid	10,500	(103.23)	9	
S/C Special Assistance-Aged	562,000	112,371.09	9	
S/C Special Assistance-Disabled	585,276	112,178.50	9	
Work First-Emergency Assistance	9,000	4,580.51	9	
Work First Assistance Payments	5,000	-	9	
Home and Community Care Block Grant				
Administrative/Staff Costs	37,361	4,317.32	9	
Adult Day Care Contract	31,408	8,365.51	10	
In-Home Aide Contract	142,391	15,183.72	10	
Grand Total	22,272,509	4,431,830.32	9	80%

CHANGES TO BUDGET FROM PREVIOUS MONTH	Account	Increase	Decrease
Donation Funds-reserved funds carried forward	101-5395-444-XX-XX	4,809	
Special Child Adoption Funds-reserved funds carried forward	101-5353-444-82-00	104,239	
F/A-Equipment-expenditures for FY '13 encumbrances	101-5310-444-76-30	2,522	
Total Increases/Decreases		111,570	-

PERSONNEL CHANGES	YEAR TO DATE
Number of permanent positions	199
Number of promotions	2
Number of demotions	0
Number of new hires	5
Number of lateral transfers	2
Number of resignations	5

ADMINISTRATION**October 2013**

EXPENDITURES SUMMARY	BUDGET APPROPRIATION	SPENT YEAR TO DATE	NO. OF MONTHS REMAINING	PERCENTAGE PROJECTION
Services, Programs, Staff & Operating Costs	12,942,049	3,666,504.22	8	
County Funds (General Assistance, Drug Screening)	47,000	7,067.75	8	
Child Day Care Payments	4,275,644	874,517.25	9	
Public Assistance				
Adoption Assistance IV-B	135,617	33,437.50	8	
Adoption Assistance IV-E	190,676	59,874.79	8	
State Foster Home Program	1,197,657	149,438.82	9	
IV-E Foster Care	1,345,337	185,877.91	9	
Assistance to the Blind	5,699	5,396.00	0	
Crisis Intervention and Low Income Energy	906,837	520,348.00	8	
Medicaid	10,500	(161.13)	8	
S/C Special Assistance-Aged	562,000	145,947.09	8	
S/C Special Assistance-Disabled	585,276	152,498.50	8	
Work First-Emergency Assistance	9,000	7,793.66	8	
Work First Assistance Payments	5,000	-	8	
Home and Community Care Block Grant				
Administrative/Staff Costs	37,361	9,287.34	8	
Adult Day Care Contract	31,408	11,131.57	9	
In-Home Aide Contract	142,391	32,592.92	9	
Grand Total	22,429,452	5,861,552.19	8	78%

CHANGES TO BUDGET FROM PREVIOUS MONTH	Account	Increase	Decrease
Funding Authorizations for FY 13-14	101-53xx-444-xx-xx		7,823
Family Reunification Funding	101-5346-444-33-00	29,474	
Child Day Care Direct Payments	101-5374-444-83-20	135,292	
Total Increases/Decreases		164,766	7,823

PERSONNEL CHANGES	YEAR TO DATE
Number of permanent positions	199
Number of promotions	1 7
Number of demotions	0 0
Number of new hires	7 16
Number of lateral transfers	0 5
Number of resignations	1 14

ADMINISTRATION**November 2013**

EXPENDITURES SUMMARY	BUDGET APPROPRIATION	SPENT YEAR TO DATE	NO. OF MONTHS REMAINING	PERCENTAGE PROJECTION
Services, Programs, Staff & Operating Costs	13,020,221	5,043,706.46	7	
County Funds (General Assistance, Drug Screening)	47,000	9,225.03	7	
Child Day Care Payments	4,292,851	1,151,408.60	8	
Public Assistance				
Adoption Assistance IV-B	135,617	41,519.50	7	
Adoption Assistance IV-E	190,676	73,738.36	7	
State Foster Home Program	1,197,657	197,744.41	8	
IV-E Foster Care	1,345,337	252,611.39	8	
Assistance to the Blind	5,699	5,396.00	0	
Crisis Intervention and Low Income Energy	906,837	520,348.00	7	
Medicaid	10,500	(161.13)	7	
S/C Special Assistance-Aged	562,000	179,404.59	7	
S/C Special Assistance-Disabled	585,276	189,655.50	7	
Work First-Emergency Assistance	9,000	8,791.48	7	
Work First Assistance Payments	5,000	-	7	
Home and Community Care Block Grant				
Administrative/Staff Costs	37,361	9,287.34	7	
Adult Day Care Contract	31,408	13,784.56	8	
In-Home Aide Contract	142,391	43,599.84	8	
Grand Total	22,524,831	7,740,059.93	7	82%

CHANGES TO BUDGET FROM PREVIOUS MONTH

	Account	Increase	Decrease
Child Welfare State In Home Funding	101-5350-444-xx-xx	78,172	
Child Day Care IV-E Matching Funds	101-5374-444-83-20	17,207	
Total Increases/Decreases		95,379	-

PERSONNEL CHANGES

	YEAR TO DATE
Number of permanent positions	199
Number of promotions	1
Number of demotions	0
Number of new hires	4
Number of lateral transfers	0
Number of resignations	3

ADMINISTRATION**December 2013**

EXPENDITURES SUMMARY	BUDGET APPROPRIATION	SPENT YEAR TO DATE	NO. OF MONTHS REMAINING	PERCENTAGE PROJECTION
Services, Programs, Staff & Operating Costs	13,023,417	6,036,018.14	6	
County Funds (General Assistance, Drug Screening)	47,000	11,748.29	6	
Child Day Care Payments	4,292,851	1,454,208.55	7	
Public Assistance				
Adoption Assistance IV-B	135,617	49,509.25	6	
Adoption Assistance IV-E	190,676	87,828.81	6	
State Foster Home Program	1,197,657	235,265.90	7	
IV-E Foster Care	1,345,337	313,683.72	7	
Assistance to the Blind	5,699	5,396.00	0	
Crisis Intervention and Low Income Energy	906,837	552,048.00	6	
Medicaid	10,500	(266.12)	6	
S/C Special Assistance-Aged	562,000	214,412.59	6	
S/C Special Assistance-Disabled	585,276	224,121.00	6	
Work First-Emergency Assistance	9,000	9,000.00	0	
Work First Assistance Payments	5,000	-	6	
Home and Community Care Block Grant				
Administrative/Staff Costs	37,361	15,549.09	6	
Adult Day Care Contract	31,408	15,420.52	7	
In-Home Aide Contract	142,391	53,750.40	7	
Grand Total	22,528,027	9,277,694.14	6	82%

CHANGES TO BUDGET FROM PREVIOUS MONTH	Account	Increase	Decrease
One Church One Child Donated Funds	101-5395-444-83-02		3,196
Total Increases/Decreases		3,196	-

PERSONNEL CHANGES	YEAR TO DATE
Number of permanent positions	199
Number of promotions	0
Number of demotions	0
Number of new hires	1
Number of lateral transfers	0
Number of resignations	1

ADMINISTRATION**January 2014**

EXPENDITURES SUMMARY	BUDGET APPROPRIATION	SPENT YEAR TO DATE	NO. OF MONTHS REMAINING	PERCENTAGE PROJECTION
Services, Programs, Staff & Operating Costs	12,988,357	6,962,653.20	5	
County Funds (General Assistance, Drug Screening)	47,000	14,809.40	5	
Child Day Care Payments	4,292,851	1,771,789.25	6	
Public Assistance				
Adoption Assistance IV-B	135,617	57,340.50	5	
Adoption Assistance IV-E	190,676	101,720.44	5	
State Foster Home Program	1,197,657	270,224.25	6	
IV-E Foster Care	1,345,337	369,039.93	6	
Assistance to the Blind	5,699	5,396.00	0	
Crisis Intervention and Low Income Energy	906,837	586,648.00	5	
Medicaid	10,500	(316.86)	5	
S/C Special Assistance-Aged	562,000	247,899.09	5	
S/C Special Assistance-Disabled	585,276	264,421.50	5	
Work First-Emergency Assistance	9,000	9,000.00	0	
Work First Assistance Payments	5,000	-	5	
Home and Community Care Block Grant				
Administrative/Staff Costs	37,361	18,547.97	5	
Adult Day Care Contract	30,625	17,122.62	6	
In-Home Aide Contract	139,640	63,673.20	6	
Grand Total	22,489,433	10,759,968.49	5	82%

CHANGES TO BUDGET FROM PREVIOUS MONTH	Account	Increase	Decrease
Public Asst. Salary & Benefits (Managed Care Contract)	101-5380-444-xx-xx		40,014
One Church One Child Donated Funds	101-5395-444-83-02	4,504	
Food Pantry Donated Funds	101-5395-444-83-88	450	
HCCBG Adult Day Care	101-5550-444-84-10		783
HCCBG In Home Aide	101-5550-444-84-30		2,751
Total Increases/Decreases		4,954	43,548

PERSONNEL CHANGES	YEAR TO DATE
Number of permanent positions	199
Number of promotions	2
Number of demotions	1
Number of new hires	1
Number of lateral transfers	0
Number of resignations	4

ADMINISTRATION**February 2014**

EXPENDITURES SUMMARY	BUDGET APPROPRIATION	SPENT YEAR TO DATE	NO. OF MONTHS REMAINING	PERCENTAGE PROJECTION
Services, Programs, Staff & Operating Costs	12,988,357	7,879,965.83	4	
County Funds (General Assistance, Drug Screening)	47,000	17,093.60	4	
Child Day Care Payments	4,292,851	2,111,228.85	5	
Public Assistance				
Adoption Assistance IV-B	135,617	65,171.75	4	
Adoption Assistance IV-E	190,676	115,603.00	4	
State Foster Home Program	1,197,657	305,271.26	5	
IV-E Foster Care	1,345,337	422,619.93	5	
Assistance to the Blind	5,699	5,396.00	0	
Crisis Intervention and Low Income Energy	906,837	734,263.00	4	
Medicaid	10,500	(384.31)	4	
S/C Special Assistance-Aged	562,000	280,859.09	4	
S/C Special Assistance-Disabled	585,276	303,182.00	4	
Work First-Emergency Assistance	9,000	9,000.00	0	
Work First Assistance Payments	5,000	-	4	
Home and Community Care Block Grant				
Administrative/Staff Costs	37,361	21,867.15	4	
Adult Day Care Contract	30,625	19,070.07	5	
In-Home Aide Contract	139,640	74,122.08	5	
Grand Total	22,489,433	12,364,329.30	4	82%

CHANGES TO BUDGET FROM PREVIOUS MONTH

Account

Increase

Decrease

Total Increases/Decreases

- -**PERSONNEL CHANGES****YEAR TO DATE**

Number of permanent positions	199	
Number of promotions	0	10
Number of demotions	0	1
Number of new hires	4	26
Number of transfers	1	6
Number of resignations	3	25

ADMINISTRATION**March 2014**

EXPENDITURES SUMMARY	BUDGET APPROPRIATION	SPENT YEAR TO DATE	NO. OF MONTHS REMAINING	PERCENTAGE PROJECTION
Services, Programs, Staff & Operating Costs	12,988,357	8,822,615.45	3	
County Funds (General Assistance, Drug Screening)	47,000	19,615.55	3	
Child Day Care Payments	4,292,851	2,470,677.45	4	
Public Assistance				
Adoption Assistance IV-B	135,617	73,003.00	3	
Adoption Assistance IV-E	190,676	132,664.88	3	
State Foster Home Program	1,197,657	344,804.74	4	
IV-E Foster Care	1,345,337	489,864.48	4	
Assistance to the Blind	5,699	5,396.00	0	
Crisis Intervention and Low Income Energy	1,021,837	922,737.00	3	
Medicaid	10,500	(384.31)	3	
S/C Special Assistance-Aged	562,000	312,831.59	3	
S/C Special Assistance-Disabled	585,276	340,862.50	3	
Work First-Emergency Assistance	9,000	9,000.00	0	
Work First Assistance Payments	5,000	-	3	
Home and Community Care Block Grant				
Administrative/Staff Costs	37,361	24,122.13	3	
Adult Day Care Contract	30,625	20,173.75	4	
In-Home Aide Contract	139,640	82,818.84	4	
Grand Total	22,604,433	14,070,803.05	3	83%

CHANGES TO BUDGET FROM PREVIOUS MONTH	Account	Increase	Decrease
Low Income Energy Assistance Program	101-5435-444-93-62	115,000	
Total Increases/Decreases		115,000	-

PERSONNEL CHANGES	YEAR TO DATE
Number of permanent positions	199
Number of promotions	2
Number of demotions	1
Number of new hires	3
Number of transfers	0
Number of resignations	3

ADMINISTRATION**April 2014**

EXPENDITURES SUMMARY	BUDGET APPROPRIATION	SPENT YEAR TO DATE	NO. OF MONTHS REMAINING	PERCENTAGE PROJECTION
Services, Programs, Staff & Operating Costs	13,001,901	9,739,226.86	2	
County Funds (General Assistance, Drug Screening)	47,000	20,572.19	2	
Child Day Care Payments	4,292,851	2,843,096.75	3	
Public Assistance				
Adoption Assistance IV-B	135,617	80,834.25	2	
Adoption Assistance IV-E	190,676	146,908.80	2	
State Foster Home Program	1,197,657	383,021.54	3	
IV-E Foster Care	1,345,337	540,148.18	3	
Assistance to the Blind	5,699	5,396.00	0	
Crisis Intervention and Low Income Energy	1,053,652	971,835.00	2	
Medicaid	10,500	(421.85)	2	
S/C Special Assistance-Aged	562,000	348,306.59	2	
S/C Special Assistance-Disabled	585,276	374,925.50	2	
Work First-Emergency Assistance	9,000	9,000.00	0	
Work First Assistance Payments	5,000	-	2	
Home and Community Care Block Grant				
Administrative/Staff Costs	37,361	30,141.40	2	
Adult Day Care Contract	30,625	21,338.64	3	
In-Home Aide Contract	139,640	93,400.56	3	
Grand Total	22,649,792	15,607,730.41	2	83%

CHANGES TO BUDGET FROM PREVIOUS MONTH	Account	Increase	Decrease
Crisis Intervention Program Administration	101-5380-444-33-00		5,092
Foster Care Caseworker Visit Funds	101-5352-444-XX-XX		8,452
Crisis Intervention Program Direct Assistance	101-5435-444-93-50		31,365
Share The Warmth Funds	101-5435-444-82-44		450
Total Increases/Decreases		45,359	-

PERSONNEL CHANGES	YEAR TO DATE
Number of permanent positions	199
Number of promotions	1
Number of demotions	0
Number of new hires	2
Number of transfers	0
Number of resignations	1

ADMINISTRATION**May 2014**

EXPENDITURES SUMMARY	BUDGET APPROPRIATION	SPENT YEAR TO DATE	NO. OF MONTHS REMAINING	PERCENTAGE PROJECTION
Services, Programs, Staff & Operating Costs	13,060,714	11,036,451.69	1	
County Funds (General Assistance, Drug Screening)	47,000	24,916.73	1	
Child Day Care Payments	4,292,851	3,237,948.35	2	
Public Assistance				
Adoption Assistance IV-B	135,617	88,533.50	1	
Adoption Assistance IV-E	190,676	161,902.29	1	
State Foster Home Program	1,197,657	417,308.62	2	
IV-E Foster Care	1,345,337	594,774.16	2	
Assistance to the Blind	5,699	5,396.00	0	
Crisis Intervention and Low Income Energy	1,053,652	997,352.00	1	
Medicaid	10,500	(2,465.89)	1	
S/C Special Assistance-Aged	549,149	383,501.59	1	
S/C Special Assistance-Disabled	572,425	412,658.00	1	
Work First-Emergency Assistance	9,000	9,000.00	0	
Work First Assistance Payments	5,000	-	1	
Home and Community Care Block Grant				
Administrative/Staff Costs	37,361	34,255.44	1	
Adult Day Care Contract	30,625	23,493.16	2	
In-Home Aide Contract	139,640	106,911.12	2	
Grand Total	22,682,903	17,531,936.76	1	84%

CHANGES TO BUDGET FROM PREVIOUS MONTH	Account	Increase	Decrease
Administrative Operating Accounts	101-5310-444-XX-XX	56,000	
One Church One Child Donations	101-5395-444-83-02	2,813	
Public Assistance-SAA	101-5450-444-93-70		12,851
Public Assistance-SAD	101-5455-444-93-75		12,851
Total Increases/Decreases		58,813	25,702

PERSONNEL CHANGES	YEAR TO DATE
Number of permanent positions	199
Number of promotions	1
Number of demotions	0
Number of new hires	1
Number of transfers	1
Number of resignations	2

ADMINISTRATION**June 2014**

EXPENDITURES SUMMARY	BUDGET APPROPRIATION	SPENT YEAR TO DATE	NO. OF MONTHS REMAINING	PERCENTAGE PROJECTION
Services, Programs, Staff & Operating Costs	13,060,714	12,084,321.31	0	
County Funds (General Assistance, Drug Screening)	47,000	29,774.07	0	
Child Day Care Payments	4,292,851	3,615,462.10	1	
Public Assistance				
Adoption Assistance IV-B	135,617	96,378.00	0	
Adoption Assistance IV-E	190,676	176,019.95	0	
State Foster Home Program	1,197,657	453,287.03	1	
IV-E Foster Care	1,345,337	654,477.53	1	
Assistance to the Blind	5,699	5,396.00	0	
Crisis Intervention and Low Income Energy	1,053,652	997,352.00	0	
Medicaid	10,500	(2,465.89)	0	
S/C Special Assistance-Aged	549,149	417,657.59	0	
S/C Special Assistance-Disabled	572,425	449,139.58	0	
Work First-Emergency Assistance	9,000	9,000.00	0	
Work First Assistance Payments	5,000	-	0	
Home and Community Care Block Grant				
Administrative/Staff Costs	37,361	34,255.44	0	
Adult Day Care Contract	30,625	29,388.77	1	
In-Home Aide Contract	139,640	129,572.48	1	
Grand Total	22,682,903	19,179,015.96	0	85%

CHANGES TO BUDGET FROM PREVIOUS MONTH

Account

Increase

Decrease

Total Increases/Decreases

-

-

PERSONNEL CHANGES**YEAR TO DATE**

Number of permanent positions	199	
Number of promotions	1	15
Number of demotions	0	2
Number of new hires	4	36
Number of transfers	0	7
Number of resignations	3	34

Service Support Division Report
Donna Fayko, Acting Program Administrator
August 2014

Adult Services

On August 13th, Division of Health Services Regulation (DHSR) conducted the Quarterly County Oversight Review and the Adult Home Specialist met expectations in all areas reviewed for all 16 facilities!!!!

The Adult Home Specialist is required to complete a report every time a facility is monitored for rule compliance and send to the DHSR's regional team supervisor within 20 days of the visit. These reports document the rule area that was monitored, the sample size, the number of residents and staff that were interviewed, the number of records that were reviewed, and the facility's compliance or noncompliance. The team supervisor must critique every report to ascertain the Adult Home Specialist's compliance with proper documentation and decision making regarding the monitoring results for each facility. This critique is termed "county oversight" and is done on a quarterly basis. Rowan County has 16 adult care homes that are monitored every two months on a routine basis and more frequently when there are complaints that must be investigated.

Child Care

Huge policy changes are taking place October 1st. All families will now be required to pay 10% of their gross income towards their child care cost, regardless of the number of people in their income unit or how much care they are eligible for. Income guidelines will also change at the person's next annual review. Currently the income guidelines are 75% of the State Median Income. As of October 1st income guidelines for children between the ages of 0-5 and all special needs children will be 200% of the Federal Poverty Limit. Children 6-12 will be at 133% of the Federal Poverty Limit. This means that a single parent with three children, with two of those children being school age could only be eligible for the younger child. That person would have to pay privately for the two older school age children. This is going to impact a large number of our clients, especially families with school age children.

In the past, daycare policy did not include grandparent's income when assessing monthly parent fees if grandparents were the caretaker of the child. The only income that was counted was income they were directly receiving for the child such as Child Support or Social Security Death Benefits. Beginning January 1st, grandparents and other relatives who require child care will now be assessed a 10% fee for child care based on their income.

Child Support

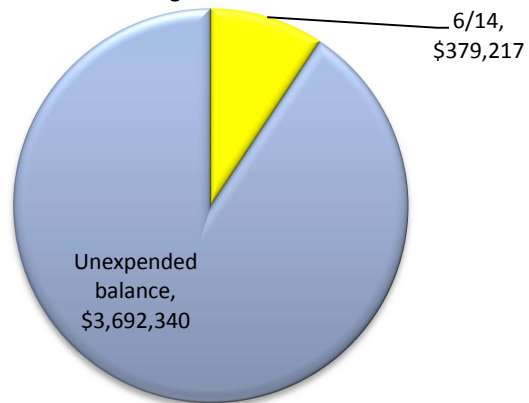
Last month, the DSS Board was apprised of the General Assembly's Joint Legislative Program Evaluation of the NC Child Support Services Program. Based on federal performance measures, the NC Program ranks 24th among the 50 states. County child support programs were also ranked based on their performance in areas of current collections, past-due payments, paternity establishment, cases under order, and cost effectiveness. Overall, Rowan County was ranked 40th in the state. Immediately upon reviewing the evaluation, both supervisors met with their staff to remind them of the stringent in house performance goals: establishment agents are required to schedule 20 cases on the docket weekly, (the goal is for each agent to establish a minimum of 35 orders per month) and enforcement agents are required to schedule 10 cases per month in which arrears obligations need to be added, in addition to their usual show cause orders and motions. The meetings included discussions and planning for various projects throughout the fiscal year. Supervisors also contacted other counties to discuss procedures that they believe have contributed to their success. Supervisors will continue to give attention to mandated Data Warehouse Reports and continue to work closely with our Child Support Program Representative in carrying out any suggestions she may provide that will assist the unit in increasing scores in all areas.

August is Child Support Awareness month. In honor of Child Support Awareness month, Rowan County Child Support staff was honored with a pizza luncheon. Each member of the staff was presented with a certificate thanking them for their role in the lives of the families for whom we are working.

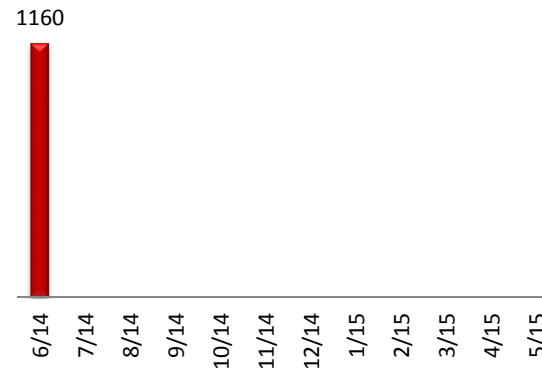
Service Support Data Dashboard

Child Care & Work First

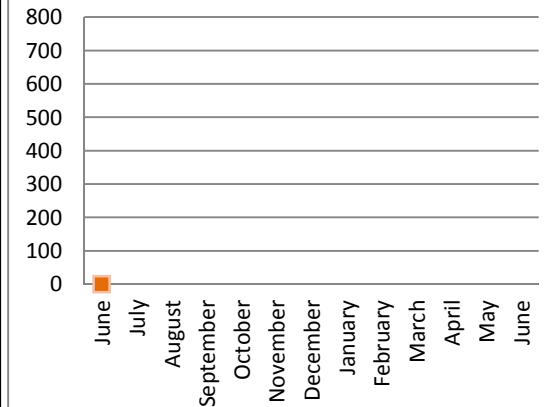
Yearly Allocation \$4,071,557
Through June 2014



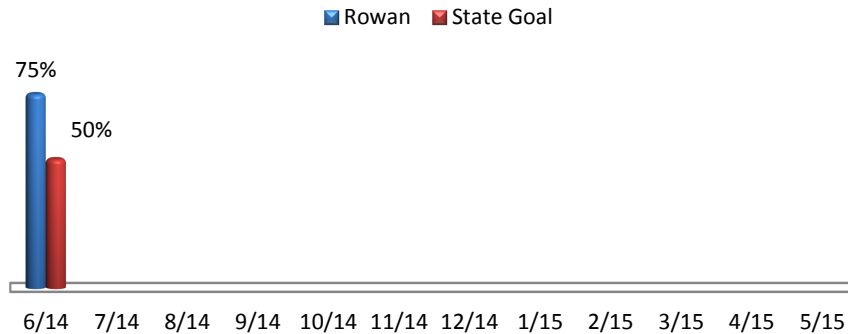
Monthly Total of All Children Served



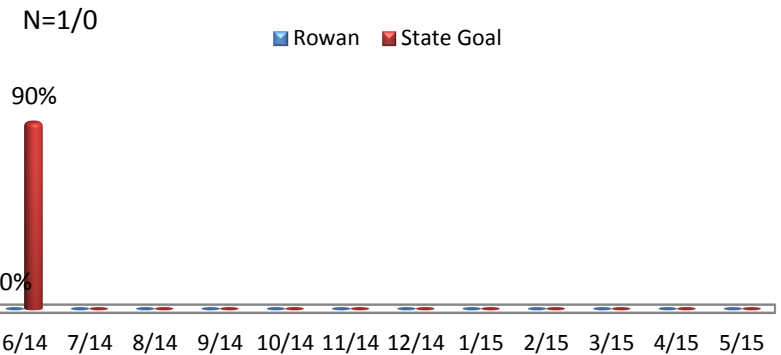
of children on Waiting List



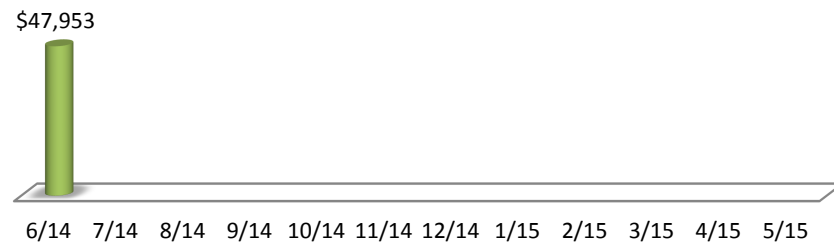
All Families Participation Rate



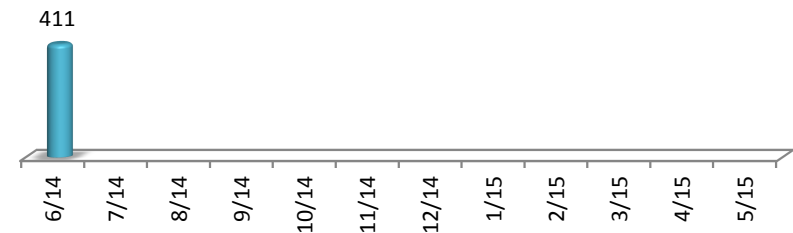
Two Parent Participation Rate



Work First Benefits Issued



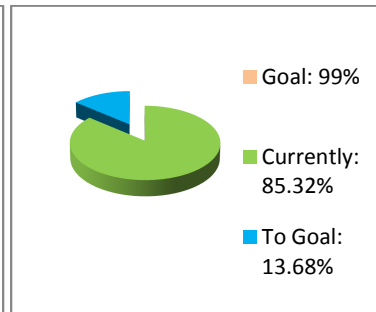
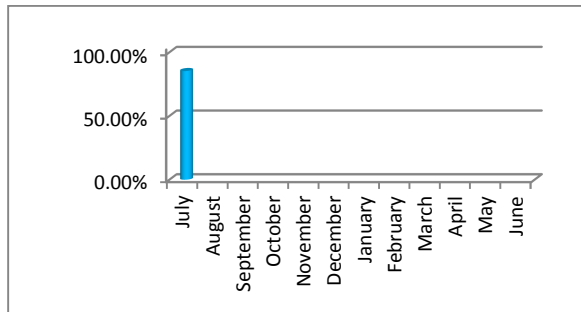
Work First Recipients



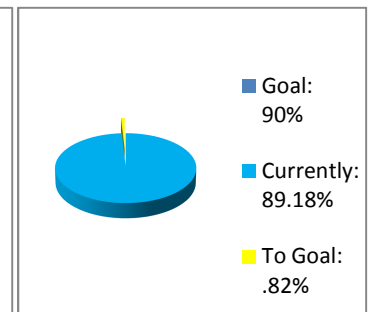
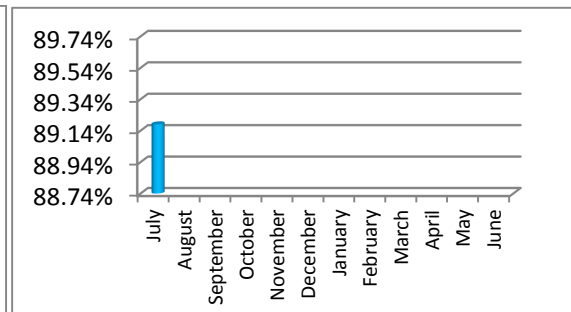
Service Support Data Dashboard

Child Support Incentive Goals

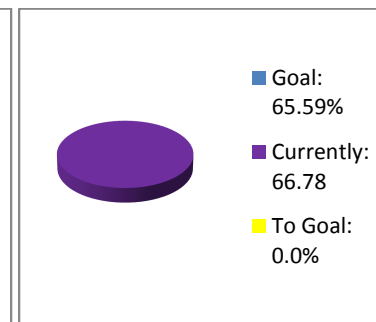
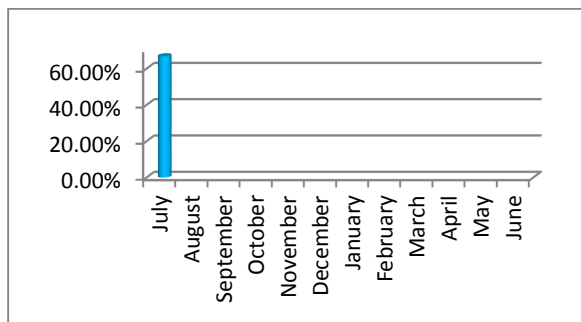
Paternity Establishment– Goal 99%



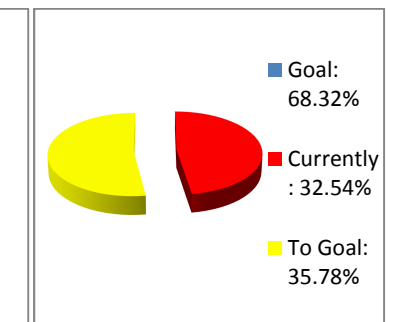
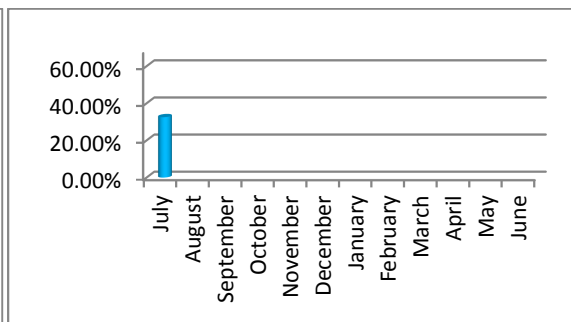
Cases Under Order – Goal 90%



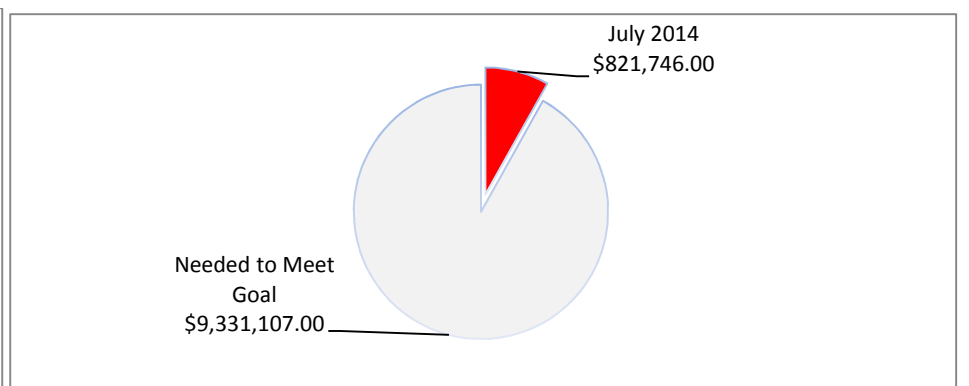
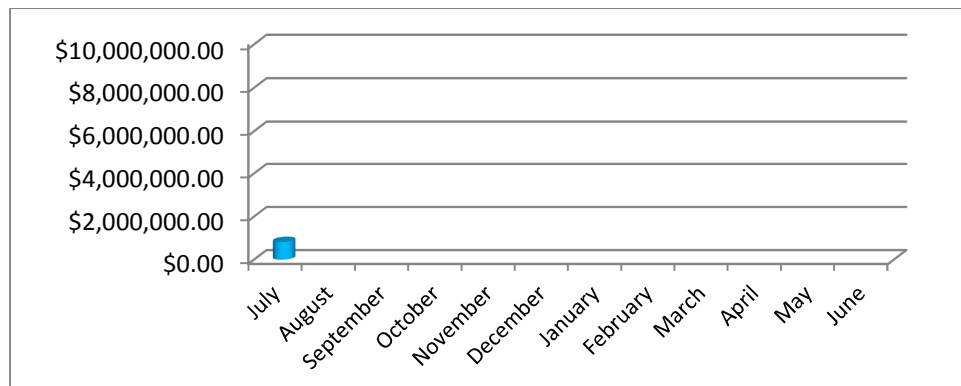
Collection Rate – Goal 65.59%



Cases with Payments to Arrears – Goal 68.32%

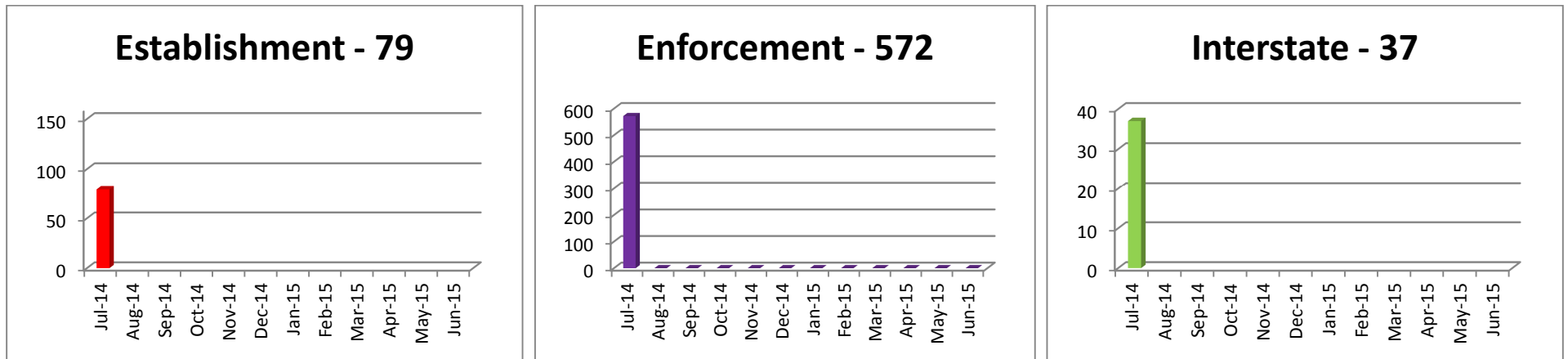


Total Collections – Goal \$10,341,700



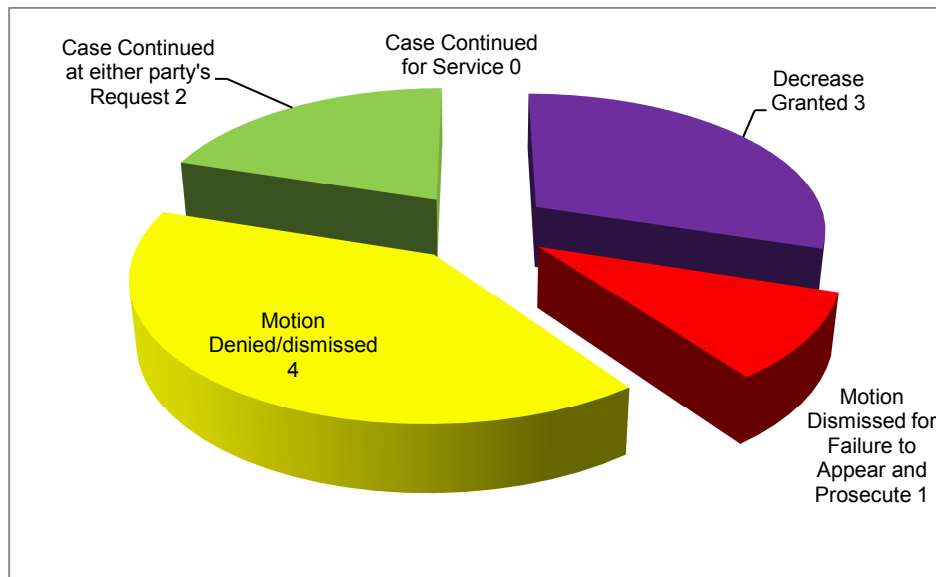
Service Support Data Dashboard

Number of Cases in Court – YTD Total – 688

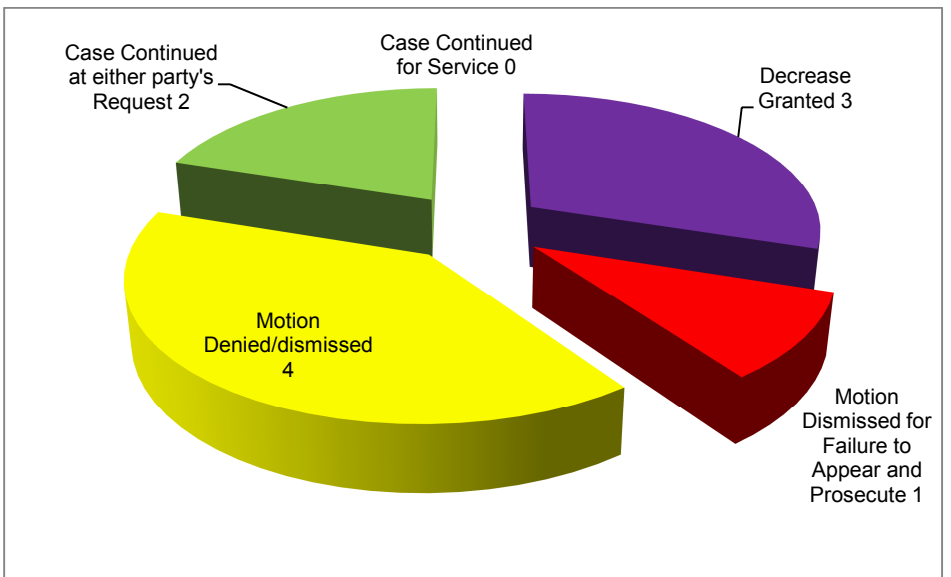


Non-Custodial Parents Requesting Decreases

July 2014 - 10 Decreases Requested



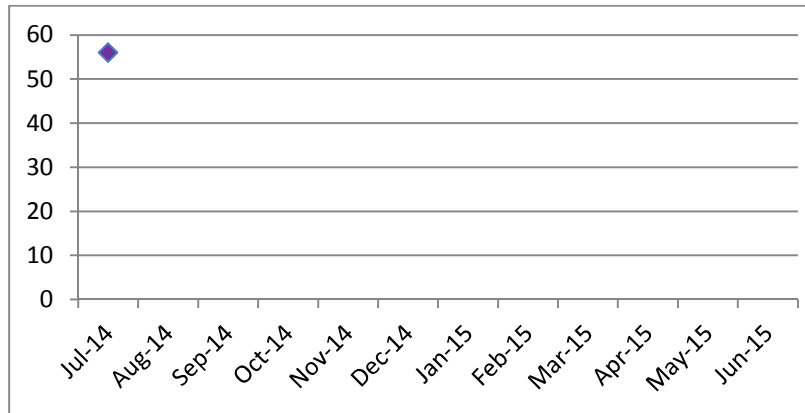
FY 2014-2015 – 10 Decrease Requested



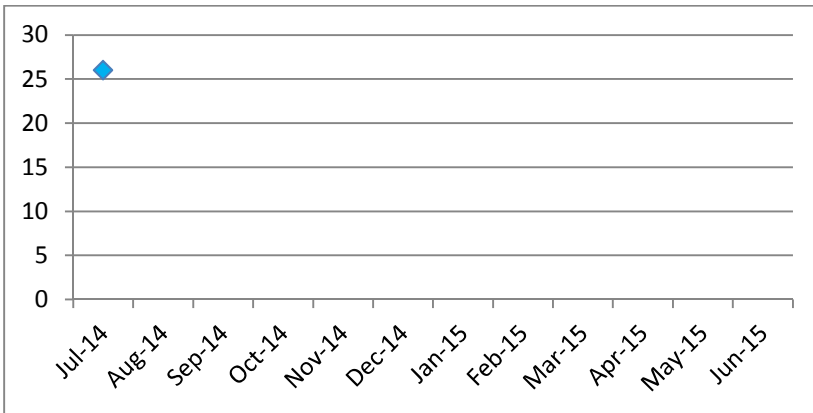
Service Support Data Dashboard

Adult Services – July 2014

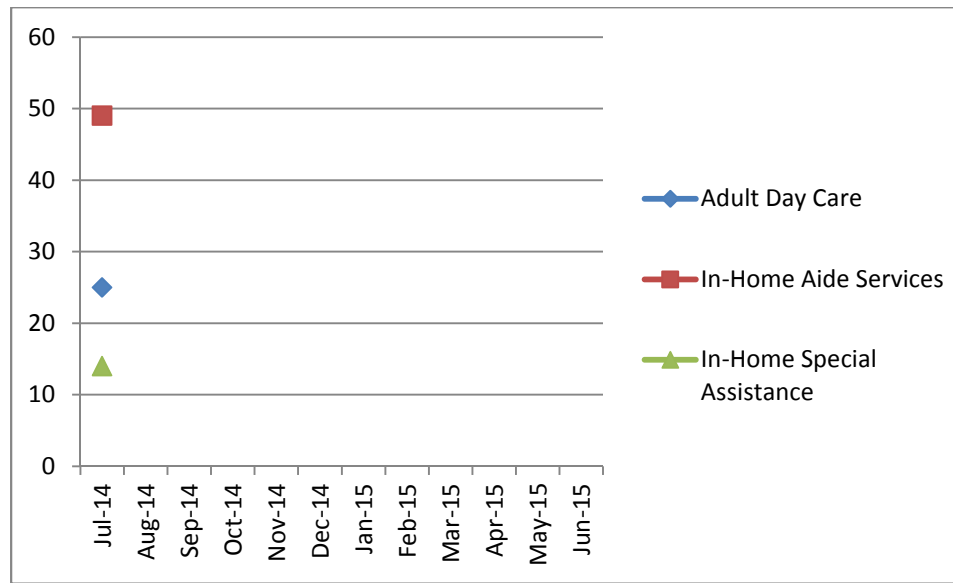
Total Number of Guardianship Cases Per Month



Total Number of Information and Referral Per Month

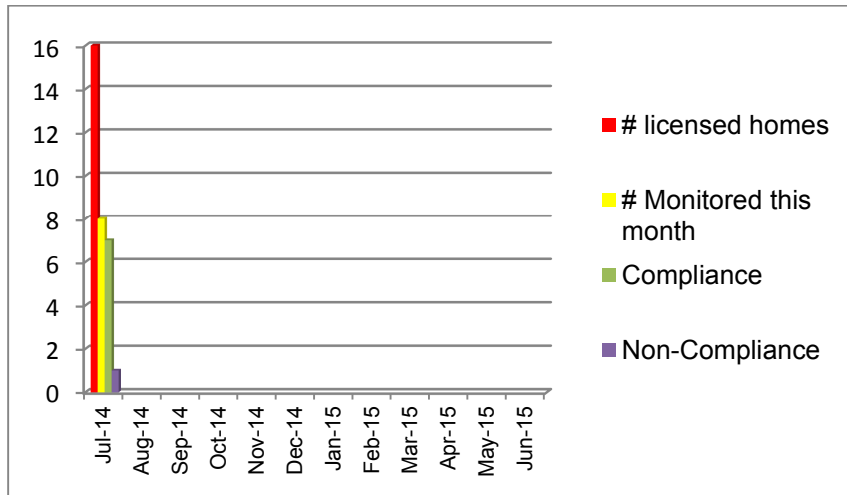


Services Provided Per Month

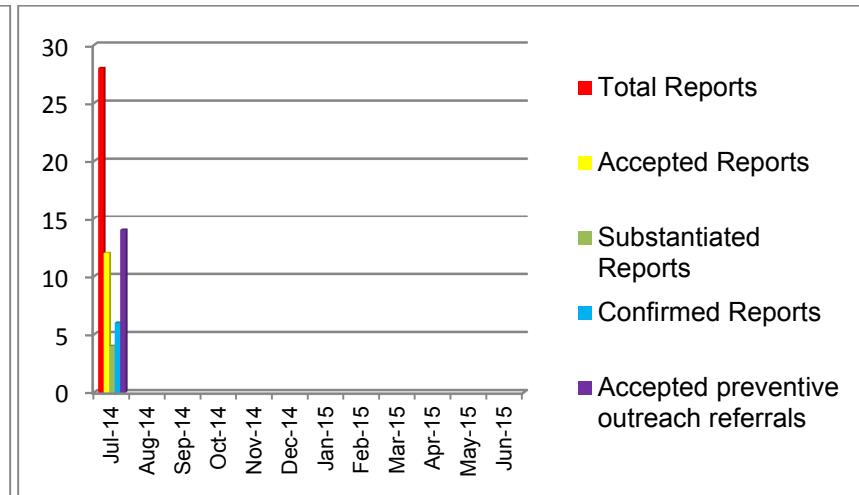


Service Support Data Dashboard

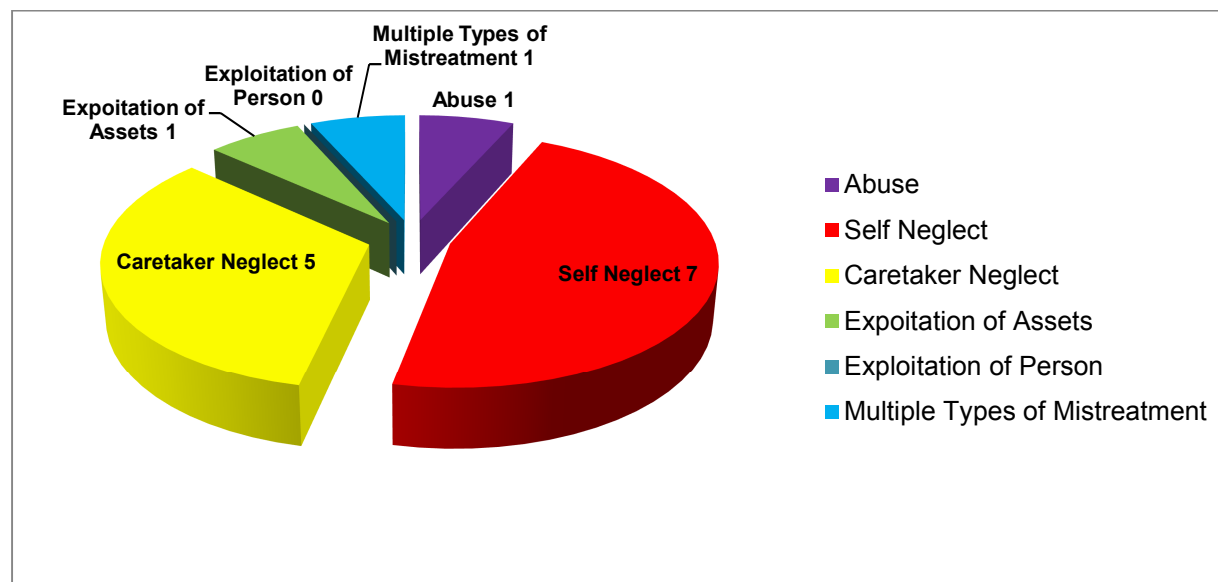
Adult Care Homes Monitored



Adult Protective Services



Adult Protective Services Reports



**Director's Report
August 2014**

Personnel Changes:

New hires: Brenda Harris-replaced Melissa Hoffner-IMCII
Christy Belk-replaced Audrey Wright-SWIII

Transfers: Erika Cabrera-replaced Gloria Rodriguez-PTB OAI to OAI
Kelly Fisher-replaced Tim Roach-CPSSW On Call to SWIII

Resignations: Carla Mallinson-SWIII-retirement
Judith Willoughby-OAI-retirement
Pauline Anderson-CPSSW
Jennifer Griffith-IMCIII-moving out of state
Fabia Steele-IMCII-accepted position with Cabarrus County
Rachael Lee-IMCII-accepted a higher paid position

Rowan County Recognized by NC DHHS Division of Medical Assistance for "Best Practice" in Backlog Management

Sheila Platts – Assistant Director of DMA shared the State Division's review of County best practices from Weekly burndown of the Medicaid backlog. Asterisks denote practices that Rowan County engages in. She identified:

- County commissioner and manager support*
- Focus on short term goal (August 31) and long term sustainability*
- Daily huddles and reviews ("Changing the game plan")
- Keeping staff engaged by sharing statistics*
- Targeted training and study halls (Over the Shoulder Support)
- Centralized kiosks to accept applications (staff available to assist applicants)
- Functional areas for processing (centralized call center, screening applications and processing applications)
- Continued processing of recerts so that new backlog doesn't build*
- Networking with other counties
- Teleworking for high flyers
- Medicaid blitz*

Rowan County's Economic Services Division was acknowledged at the NC Association of County Directors of Social Services Executive Board meeting for their efforts to reduce their overdue Medicaid applications. We were applauded for our determination and diligence to "get off the list". Rowan went from being the county with the 8th highest number of backlogged Medicaid applications to being off the top 20 list in a matter of 3 weeks. We have been asked to identify a supervisor to participate in state level focus groups to share ideas of process and resource management leading to successful operations. Helene Schappell will represent us.

NCFast Sustainability message

State leaders discussed the sustainability message (light at the end of tunnel) that directors can give to staff. There are still 300+ defects to be fixed in NCFast (down from 413 in April). There will always be some defects but the NCFast Director believes that the system is improving. There are still many changes that must be made for the Affordable Care Act. Great enhancements have been suggested to improve e-Pass. All changes must go to CMS and DMA to make sure they are acceptable.

State leaders note that the key thing is for counties to adjust and plan for staffing long term. Use benchmarks created to monitor the time it takes to complete a case, average # of cases, how much OT is being paid and guesstimate of FFM numbers. Counties should expect another spike because of the need to key in new applications. Recerts will be easier because majority of information is in system. State leaders noted that the "overwhelmedness" won't calm down until after the first of the year (2015).

Respectfully submitted,
Donna Fayko, M.Ed.



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<http://www.rowancountync.gov/dss/mainpages>
September 2014

Dear Foster Parents,

It seems a little hard to believe that here I am writing my LAST newsletter to you as your foster home licensing and support worker! By now you have heard the news that as of my last day (August 29), Wendy Baskins will become your new worker. Many of you already know Wendy, because she has been a part of Rowan DSS even longer than I have, first as an investigative social worker, then as an investigations supervisor, and for the past two years as a foster care supervisor. Wendy is ready to “do something different” and brings a wealth of knowledge about the agency and the community to this position. Remember she will be doing placement as well, so hers will be the voice on the phone when we need a home for a child. She will be switching over to my office number (704-216-8467) so that will stay the same for you. If you don’t already know Wendy you will soon be meeting her, and I know you will help her as she learns the ins and outs of foster home licensing!

- Two new families licensed with us in August, Billy & Sheila Lucas and Barbara Davis, all of Salisbury. The Lucases took Deciding Together (individual MAPP) with me and have licensed specifically for a relative child in Virginia. Barbara was licensed with us before from 2009 to 2011 and had to stop for health reasons, but those are now resolved and we are glad to have her back again. Welcome, folks, to our “family” of foster parents!
- One of our foster care workers, Tim Roach, is giving up his caseload to begin a new assignment as an investigative social worker. Kelly Fisher, who has been our after-hours on-call worker since last year, has moved into Tim’s old position effective September 22. Christy Belk, who was a foster care worker for Cabarrus County DSS, has taken the other vacant foster care position.
- **Foster Parent Inservice, Monday Sep. 22 at 7:00 pm in the Children’s Services conference room.** Beverly Kerr with Healthy Families Rowan County will present the program on “Adverse Childhood Experiences and Domestic Violence.” Childcare for children 12 and under is available at no charge, in the room next to the Children’s Services waiting area.
- Do you have any outgrown school uniforms your children no longer need? The Assistance Center can always use school uniforms that are in good condition. You can drop them off there, or bring them to the office for Jon Hunter.
- The “One Church One Child” Assistance Center at Main Street United Methodist Church at 1312 North Main St. in Salisbury will be OPEN from 9 am to 11 am and 1:30 pm to 4:00 pm on these dates in September: Monday Sep. 8, Thursday Sep. 11, Monday Sep. 15, Thursday Sep. 18, Monday Sep. 22,

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Thursday Sep. 25, and Monday, Sep. 29. Items available to foster families include children's clothes of all sizes, shoes, socks and underwear, baby items, toys, school supplies, and diapers, and you are welcome to anything you can use for foster children in your home. Jon Hunter will be there most of the time, and there will be volunteers as well to help you. Bring your Foster Parent ID card with you (or they can look up your name on our list of foster parents). You will need to give Jon or the volunteer the name of the foster child(ren) the items are for.

- Many thanks to those of you who participated in a survey by Innovative Approaches recently, in which you were asked to give your opinion as to the quality of services that you have received for special needs children in your home. I am enclosing a brochure prepared by Innovative Approaches that is a guide to obtaining services special needs kids. I especially like the "flow chart" on the back that is broken down by age groups. Hope it is helpful to you.
- Continuing our focus on trauma issues, continued below and on the back of the calendar page is a wonderful article from Fostering Perspectives called "Parenting Children who have Experienced Trauma," which I have printed in its entirety.

So now I have one last chance to tell you how much I have enjoyed working with each and every one of you. I cherish our friendships, and you amaze me every day with your courage and how much you care, not just for the children but for the families we serve. You will continue to be in my daily thoughts and prayers, and I wish you all the blessings life has to offer. And as always, thank you for ALL you do every day for our children!

Carla J

Carla Mallinson
Foster Home Licensing Worker

Parenting Children Who Have Experienced Trauma by Laura Phipps, MSW

Thanks to trauma, some children see the world as an unsafe place. That's why, for those of us who support children and families impacted by trauma, one idea is paramount: help kids feel safe! Unfortunately, this isn't simple. True, it's not hard to move a child from a dangerous setting to one that is objectively safer. But physical safety is only half of the issue. We also need to help children feel *psychologically* safe.

Psychological safety is feeling safe, and it is based on each individual's experiences and understanding of what has happened to them in the past and what will happen in the future. Achieving psychological safety for children can be challenging because what's safe to one person may not feel safe to someone else. Unsafe feelings can be triggered by many different kinds of things: sights, sounds, smells, people, time of day, etc.

(continued on back of calendar page)

What's more, these feelings can be triggered without conscious awareness of it. This can be very confusing to caregivers because trauma histories can lead children to exhibit behaviors and emotions that don't make sense to us, and may be the exact opposite of what we think they should be doing. Consider the child who comes in from playing outside and is very wet and dirty. You run a nice big bubble bath with toys and a fluffy white towel and call the child. She runs away screaming. Many of us would find that bath soothing and comforting, but for some children bath time reminds them of past trauma, so they react in a way we don't expect. So, how can we help kids feel safe when it may not even be clear what "safe" means for them?

It is helpful to think about psychological safety as having three parts: we feel psychologically safe when we feel safe, capable, and lovable. Parents must act in a way that sends a clear message.

1. You Are Safe

- Reassure children things have changed and that everyone is working to keep them safe.
- Be aware of trauma reminders; remove them when possible.
- Maintain children's contact with loved ones, friends, and siblings to reassure them the people who matter to them are still in their lives.
- Use compassion and understanding when addressing challenging behaviors.

2. You Are Capable

- Taking into account their developmental level, give children control over as many aspects of their lives as possible.
- Help them learn skills to manage overwhelming emotions.
- Make it clear you're sure they'll succeed in managing their emotions and behaviors.
Build on children's existing skills and strengths.

3. You Are Lovable

- Show unconditional positive regard for the child as frequently as possible.
- Separate what children **do** from **who they are**--make it clear that they can make bad choices but still be a good person.
- Be excited to see them when they come home from school or have been separated from you.
- Express interest in what they think, feel, and are interested in; talk to them and ask their opinions about things.

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Managing Challenging Behaviors While Promoting Psychological Safety

Trauma reminders can trigger intense reactions and are often at the root of many behavior challenges. It can be difficult to figure out how to balance (1) the need to address problem behaviors and hold kids accountable for their actions with (2) helping children feel psychologically safe.

Yet how can you show unconditional positive regard when behaviors are causing stress and frustration? How can you communicate confidence in their ability to master challenges while challenges are still occurring? The answer is in how we understand and respond to children's behavior.

Understanding Problem Behavior

All behavior meets needs. When children experience trauma their most pressing need is survival. Many behaviors we would label as "bad" or "difficult" were necessary at one point for the child to survive. We need to reframe our thinking about this behavior. Rather than seeing it as negative and hostile, we need to see it as a previously necessary survival skill that isn't working for their current environment. If hiding in the closet helped a child stay out of the way of an angry and abusive parent, that is a survival skill. But if the same child is hiding in the bathroom at school to feel safe, that same survival skill is getting in the way of them being successful in a different situation.

One helpful strategy is to remind yourself that *it isn't about you*. It may feel like the behavior is aimed at you, but we have to remember that the child is behaving the way they are based on a situation from their past. This can be very difficult when a child is doing or saying things that are hurtful or dangerous, but it will help you respond in a way that will be more likely to work. It can help to keep a Q-Tip in your pocket as a reminder to "Quit Taking it Personally."

Responding to Problem Behavior

No matter how well we understand challenging behavior, it can still be incredibly difficult to change. It helps if you recognize that all behavior operates in a pattern; behavior is a reaction to certain triggers and is influenced by the reactions of others and the environment. If we break this pattern down, it becomes much easier to build a comprehensive plan that will help the child learn new, more appropriate behaviors over time. There are three general strategies for responding to children's problem behaviors.

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1. Prevent: Be a behavior detective. Look for clues about when behaviors happen and what is going on in the environment around the child. Once you see a pattern, make changes that prevent the problem from occurring in the first place. Eliminating trauma triggers is the most important prevention strategy for maintaining psychological safety.

2. Teach: Just as the child learned a series of behaviors that kept them safe, they can also learn new behaviors that meet the same need and are a better fit for their new environment. The goal is to identify the need behind the behavior and then teach a new skill that allows children to get this need met in a different way.

Caution: we must never remove a coping strategy without replacing it with another equally or more effective strategy. We want to maintain the sense of safety that these behaviors have provided in the past. This takes practice and support, but if the need is being met you should see improvement over time.

3. Respond: To support children in using new skills we need to respond differently to the old behavior and spend the majority of our time and energy responding positively to the new behavior. When the problem behavior occurs we need to respond in ways that demonstrate why this behavior is not a good choice. Logical consequences that focus on helping children understand the impact of their behavior are the best way to help teach this. Logical consequences need to be respectful, relevant, and realistic. Consequences that don't meet these criteria are less likely to work.

Positive responses to the new behavior can be given in a wide variety of ways, including verbal and nonverbal praise, positive contracts, earning privileges or special activities, or tangible reinforcement. What is most important is the frequency of positive responses, not the method. (Ideally there will be at least four positive comments for every correction--though there are those who think this ratio should be much higher.) Especially when a child is trying to learn a new skill, positive feedback needs to be frequent and specific. This will help support the child in feeling capable and increase psychological safety.

Most importantly, we need to remember that we want children to feel lovable, even when they are demonstrating difficult behavior. Choose your words carefully. Avoid statements that imply blame or express anger or impatience. Focus on the behavior, not the child. Validate children's feelings. Communicate a desire to help them figure out what is going on and learn how to be successful.

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Examples of Behavior Management Strategies

Strategy: PREVENT

- Eat dinner half an hour earlier to avoid meltdowns caused by hunger.
- Talk with the school about providing extra support for the child on mornings after parent-child visits.
- Give the child choices when seeking compliance ("you can do this or that").
- Practice a difficult transition right before you do it.
- Plan times to give one-on-one attention and tell the child when that will be and how long they have to wait.

Strategy: TEACH

- Teach a new skill to replace the problem behavior. So, if a child regularly starts fights with a sibling in the car, help her plan an activity such as listening to an audiobook to manage her boredom.
- New skills must meet the same need as the problem behavior. If the audiobook doesn't keep the child from getting bored, it won't eliminate the fighting. Effective teaching includes repeated modeling, practice, and feedback on use of the skill. To be used in a stressful situation, a skill needs to be "over taught."
 - Example: you want the child to use a safe space instead of running away when overwhelmed. Model the skill by taking five minutes by yourself in your room when you're frustrated or angry, explaining to the child when you do so. Help the child create his own safe space with some favorite objects. Practice going there with him during different times of day and moods. With practice, the safe space will feel like a tool controlled by the child, not a punishment controlled by you. Feedback might include thanking and hugging the child for going to the safe space, or reminding him that the space is available when he forgets to use it.
- Don't try to teach skills during a crisis or highly emotional moment. Wait for a time when you and the child are calm.

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Strategy: RESPOND

Support the Positive Behavior

- Contracts: Best for structured feedback to support a new behavior. Example: when a child uses his safe space a certain number of times instead of running away, he receives a privilege.
- Frequent, specific praise: Focus on praising the new, desired behavior.
- Privileges and responsibility: As a new behavior is being mastered, add special privileges and responsibilities to show you know the child can handle them.

Reduce the Problem Behavior

- Logical consequences: These flow directly from the problem behavior. If a child has a meltdown about turning off video games, he loses use of the games for a period of time. Consequences need to be discussed in advance so everyone understands what will happen if the problem behavior continues.
- Loss of privileges: Privileges can be removed if the problem behavior returns.
- Disengage from conflict: Though difficult, do your best to stay calm and focused on what you want the child to do when the problem behavior occurs.

And remember: no one is perfect. We all make mistakes and say and do things we wish we hadn't. When this happens, the best thing you can do is model how to handle mistakes. Apologize for anything you feel was hurtful, and talk about your own feelings. Showing children that we all make mistakes and can try again is one of the most powerful ways to support them in doing it too.

Laura Phipps is a clinical instructor with the Family and Children's Resource Program, part of the UNC-CH School of Social Work.

September-2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1  Labor Day Holiday	2 Peer Review 9:00 MAPP 6:00	3 APS Screening 8:30	4 PFE 2:00	5 Pay Day Bring a canned good Daycare 8:00 CSLT 9:00	6
7	8 Adult Services 8:30	9 Out of Home 8:00 Peer Review 9:00 Automation Mgt. 10:00 MAPP 6:00	10 NCSSA 8:15	11	12 Time Sheets Due CSLT 9:00	13
14	15 Travel due to Donna P. Innovative Appr. 10:00 OCOC Advisory Bd. 11:00	16 Peer Review 9:00 MAPP 6:00	17 SOC Collab. 3:00 LINKS 3:30	18 ES Supv/Star Team Mtg. 9:00	19 Pay Day Bring a canned good APS Screening 8:30 CSLT 9:00	20
21	22 Foster Parent In-Svc 6:00	23 Peer Review 9:00 DSS Board 5:30 MAPP 6:00	24 Leadership Acad 9:00 Adoptions Comm 2:00	25 Econ Svcs Unit Mtg 8:00	26 Time Sheets Due Travel Cks. Distrib. Children's Svcs Div Mtg. 9:00	27
28	29	30 Peer Review 9:00 MAPP 6:00				

Parking Space Winner - Suzanna Miller

Make-up Health Screenings: 9/29 - 3:00-5:00 p.m. & 9/30 - 6:00-11:30 a.m

Compatibility Report for Calendar.xls
Run on 10/27/2011 17:00

The following features in this workbook are not supported by earlier versions of Excel. These features may be lost or degraded when you save this workbook in an earlier file format.

Minor loss of fidelity

of occurrences

Some cells or styles in this workbook contain formatting that is not supported by the selected file format. These formats will be converted to the closest format available.
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